

**DISTRICT SERVICES
MONTHLY
BUSINESS REPORT**



November 2021

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

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

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

This District Services Monthly Business Report provides a summary of progress and highlights for the month of November 2021. The District Services Group achieved several successes and made good progress in the following areas:

Community and Customer Services

Customer Care

The Service Centre in Kaitaia (Te Ahu) was closed for seven business days due to the far-Far North moving into lockdown. This affected two service centre staff who were able to work from home processing administrative work for District Services during this time. Online Registrations are now part of our monthly reporting. This data indicates the number of customers who have registered on FNDC's online portal which enables them to track and view details of their properties, see the status of applications, licences and make payments online.

Libraries: Great progress was made on the Museum digitization project, with 124 taonga photographed during the month. Book tagging was completed for the RFID project in spite of lockdowns and supply chain problems.

i-SITES: Staff at i-SITES continue to assist with back-office administration for other council teams. Contactless payments and ways of achieving this are high on the agenda to ensure that visitors still get a high level of service while keeping both staff and customers safe from Covid 19. The accommodation sector has advised that they have good future bookings for January and February, and it appears that the Far North will be busy over that period.

Housing for the Elderly: November was a busy month of enquiries, site visits, interviews and new tenant sign ups.

Cemeteries

The number of burials across the district are back to an average rate of 8 per month, but there has been an increase in the number of enquiries. Council experienced a considerable increase in the number of requests for plot reservations as soon as the pandemic was declared. A decision was made to suspend the ability to reserve plots to avoid a situation where the number of plots available for immediate burials were outnumbered by reserved plots. Consideration will be given as to how we manage plot reservations going forward, taking into account the ongoing impact of COVID and the government's advice.

Events

The Kids Fishing Competition in Mangonui was able to go ahead after a quick change of dates because of adverse weather. With Northland being in Red, the Covid-19 traffic light system has affected some events. The Christmas in Park in Kaikohe was cancelled and the Russell Craft Market is moving out of the Russell Town Hall to the Russell Village Green while the Red-light restrictions are in place.

Building Services

The BCA has received 181 consents for the month of November which exceeds last year's November total by 21 applications. Compliance for November was 99.26% with one consent being issued over the 20-day statutory requirement. The BCA is issuing consents, on average, in 11 days with 135 issued in November. Code compliance certificates are also tracking at 99.83% compliance, with code compliance certificates (CCCs) issued, on average, in 6 days. 140 Code Compliance Certificates were issued in November.

The BCA have completed their IANZ assessment and have retained accreditation. The next full IANZ audit will be in October 2022 and will cover all of the technical aspects of the BCA function.

Environmental Services

Resource Consents

The Resource Consents (RC) team reached 91.67% compliance with statutory timeframes for November with three consents going over statutory timeframes. This included use of s37 of the Resource Management Act which is under review and may cause compliance rates to drop.

The Resource Consent team now have Business Intelligence for reporting, which has enabled more accurate updates to previous graphic information included in reporting. Due to this, there will be some variations from previous monthly graphs and reports.

Monitoring and Compliance

The Monitoring and Compliance team received 146 RFSs in November 2021, an increase of 35 RFSs on the previous month.

The 71 noise complaints received and responded to in November were lower than those received in October 2021 (50). Response times in urban areas (82%) remain a challenge due to the remoteness and size of the district and will be reviewed during contract renewal in 2022.

53 parking infringements were issued during the month, up from 37 in October.

Environmental Health

All scheduled verifications (30) in November were completed.

The Environmental Health team are tracking well regarding the licensed premises level of service, with 34.3% of licensed premises visited against a level of service target of 25% of licensed premises are visited once every four years.

The RFSs received for the Environmental Health team have dropped off since September 2021 which may be due to the updating of website content and publishing the first edition newsletters.

Animal Management

315 RFSs were received for Animal Management in November 2021; 58 urgent and 257 non-urgent.

Animal Management Officers continued to respond to requests within level of service agreed times ($\geq 93\%$) with 97% achieved for urgent responses and 98% for non-urgent responses.

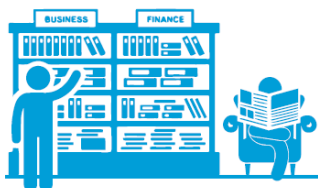
Community and Customer Services

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.



Libraries and Museum

Great progress was made on the Museum digitization project, with 124 taonga photographed during the month. Book tagging was completed for the RFID project – great progress from the working group who needed to work through lockdowns and supply chain problems. Book borrowing statistics were affected by Covid-19 restrictions, with numbers dipping across all branches.

i-SITEs

Due to Auckland being in lock down, i-SITEs are still only dealing with local visitors. Staff at i-SITEs continue to assist with back-office administration for other council teams. Contactless payments and ways of achieving this are high on the agenda to ensure that visitors still get a high level of service while keeping both staff and customers safe from Covid 19. The accommodation sector has advised that they have good future bookings for January and February, and it appears that the Far North will be busy over that period.

Customer Care

The Service Centre in Kaitaia (Te Ahu) was closed for seven business days due to the far-Far North moving into lockdown. This affected two service centre staff who were able to work from home processing administrative work for District Services during this time. Online Registrations are now part of our monthly reporting. This data indicates the number of customers who have registered on FNDC's online portal which enables them to track and view details of their properties, see the status of applications, licences and make payments online.

Housing for the Elderly

November was a busy month of enquiries, site visits, interviews and new tenant sign ups. Three tenants vacated (2 at Oxford Street and 1 at Rawene) and one new tenant joined in late November in the Puckey Avenue village.

Several other units are ready for new tenants in December and early in the new year. Work started on demolishing the three units in Oxford Street at the end of November. The tenants of these units have either chosen to move on from the village, or are happy to have their tenancies moved to the units that they are now currently in. The other tenants of the village have been advised of the work and have been given reassurances that their units are not experiencing the same issues. The aim is that the work will be completed by Christmas.



Units 13, 14 and 15 which are being demolished from 29 November 2021 due to structural issues

Cemeteries

The number of burials across the district are back to an average rate of 8 per month, but there has been an increase in the number of enquiries. There are 5 ash burials with set dates over the holiday period and it is expected that dates will also come in for some of the 26 ash burials currently on hold. There have been a number of enquiries relating to the purchase of burial plots. Under the Burial and Cremations Act 1964 the purchase of the right of burial (plot reservation) means the plot cannot be used by anyone other than the purchaser for a period of 60 years.

Council experienced a considerable increase in the number of requests for plot reservations as soon as the pandemic was declared. A decision was made to suspend the ability to reserve plots to avoid a situation where the number of plots available for immediate burials were outnumbered by reserved plots. If a more virulent strain of COVID virus enters the country and impacts our communities, there is the potential that councils will require every space / plot available.

It must be noted that some public cemeteries are already quite full, including the number of plots that were already reserved pre-COVID. An example of the impact of the demand of plot reservations can be found in the Russell Cemetery. There are only 27 burial plots available there, and council received more than 10 requests for plot reservations just for this cemetery since the start of COVID. Consideration will be given as to how we manage plot reservations going forward, taking into account the ongoing impact of COVID and the government's advice.

Events

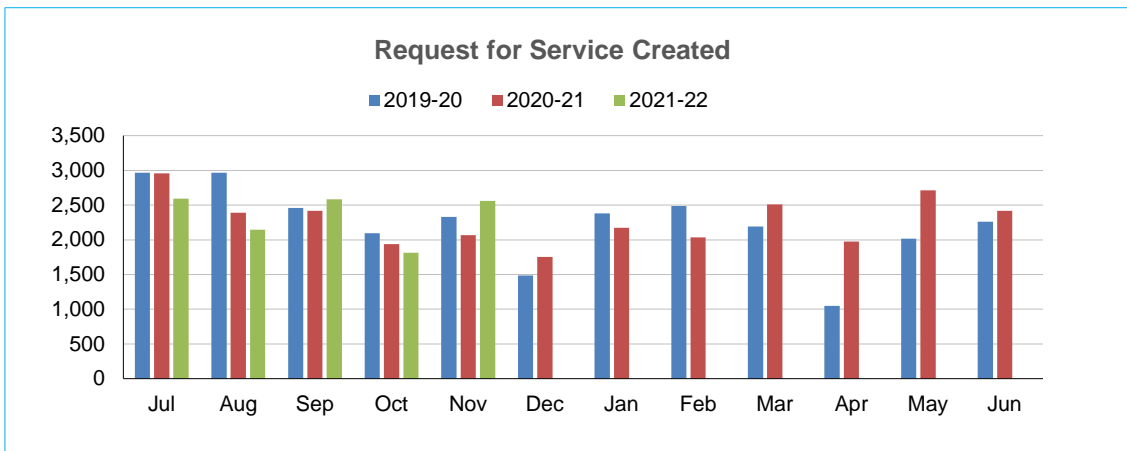
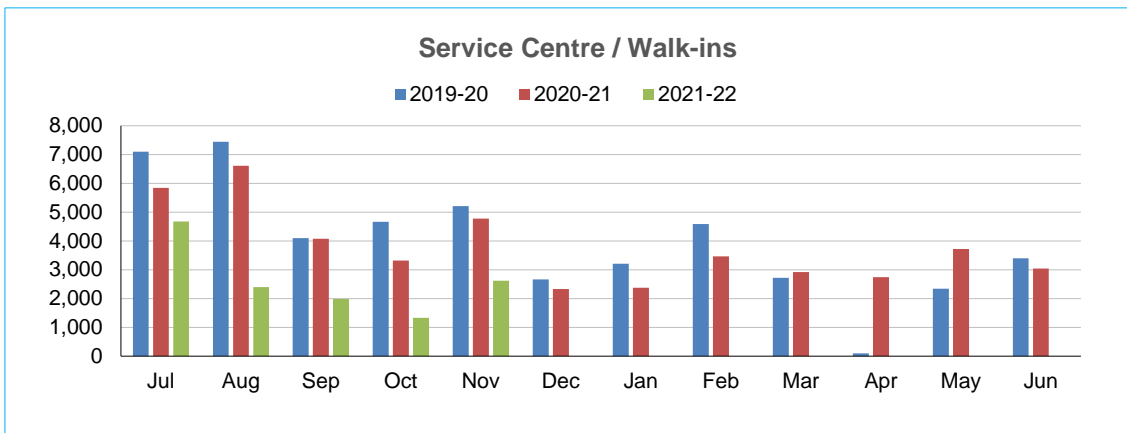
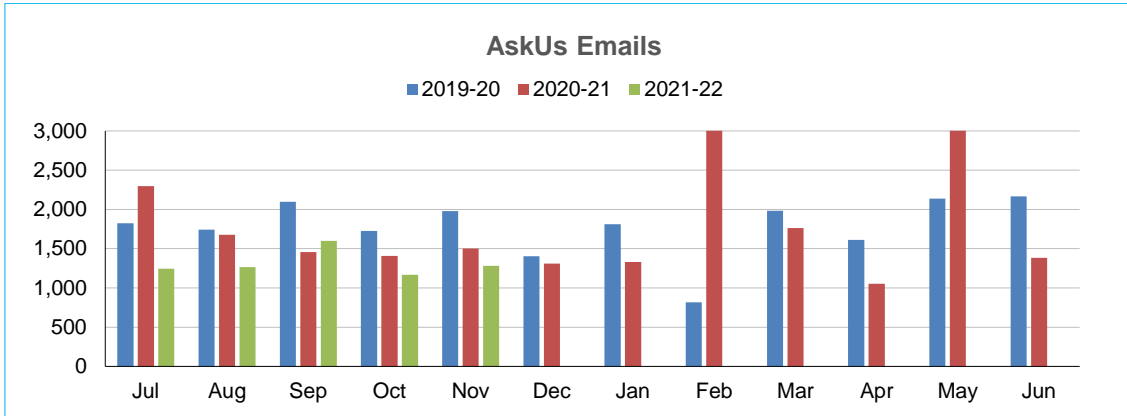
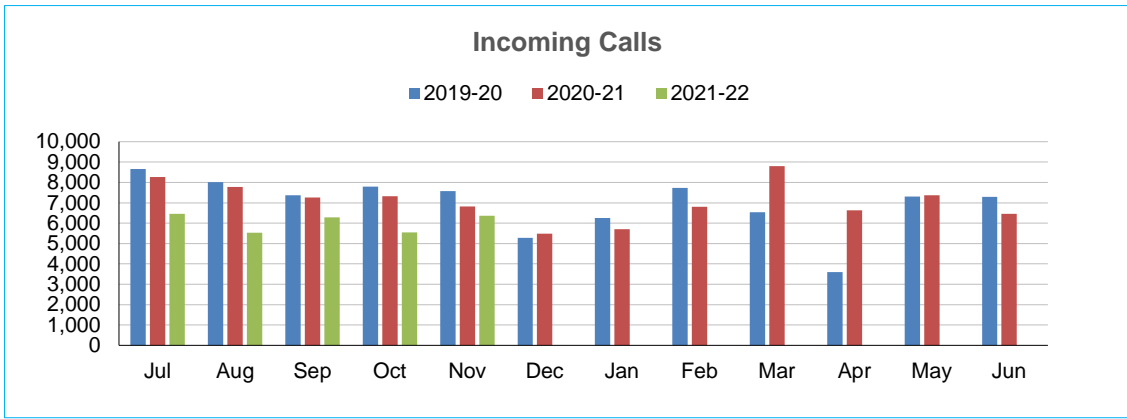
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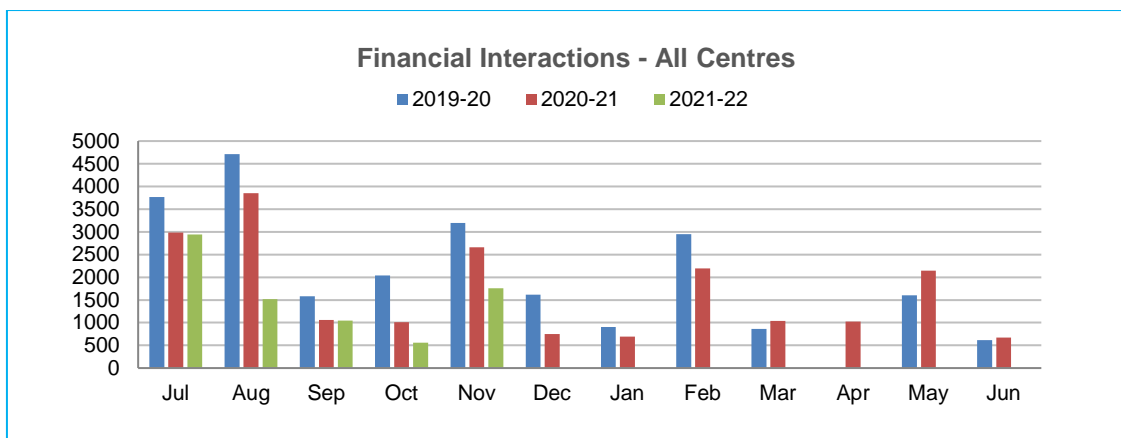
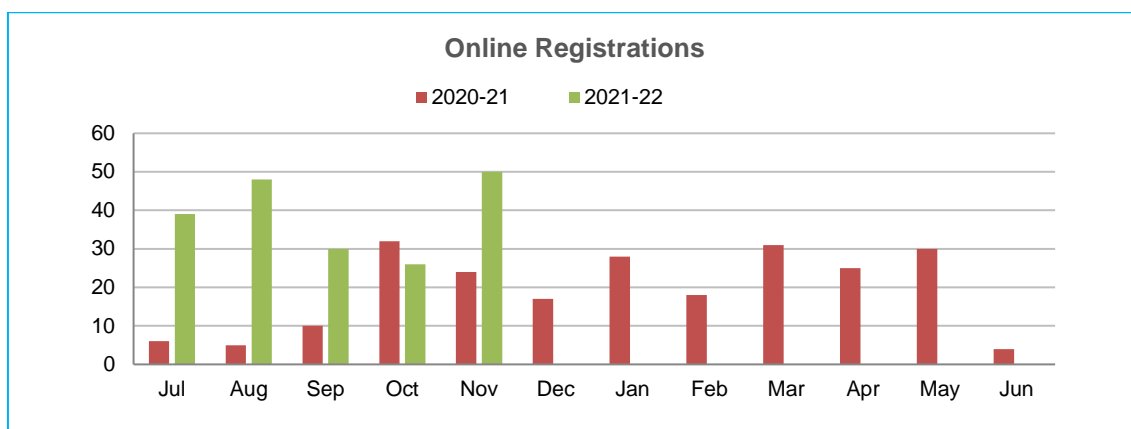
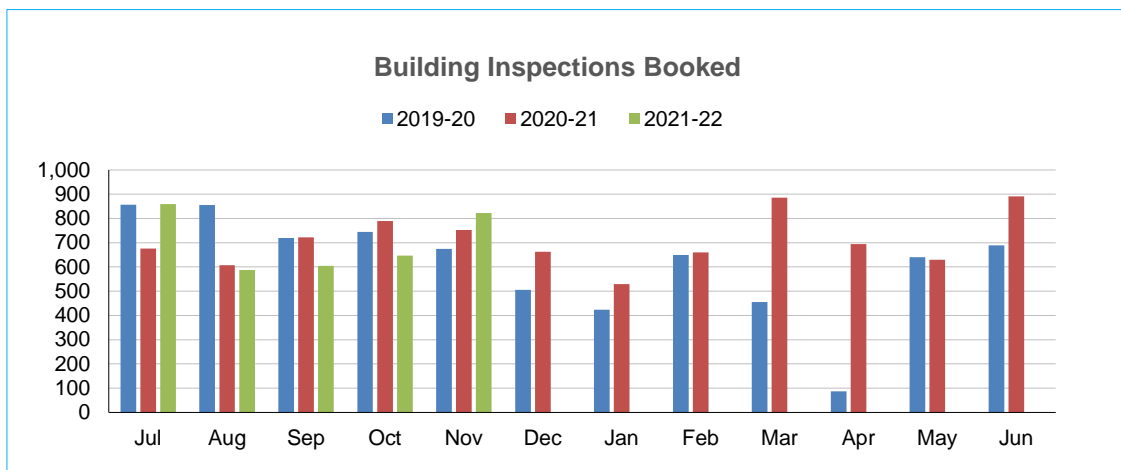
Customer Care

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 November 2021 with November 2020.

- 33.96% decrease in financial interactions at Service Centres (1,758 down from 2,662)
- 6.57% decrease in calls to the Contact Centre (6,368 down from 6,816)
- 14.70% decrease in AskUs emails received (1,282 down from 1,503)
- 9.30% increase in building inspections booked (823 up from 753)
- 45.15% decrease in visits to Service Centres (2,618 down from 4,773)
- 108.33% increase in online registrations (50 up from 24)



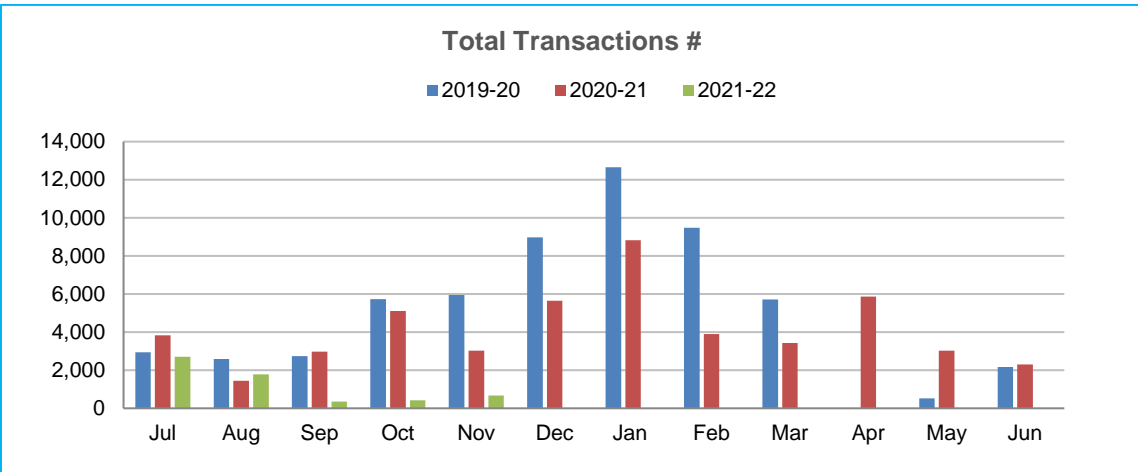
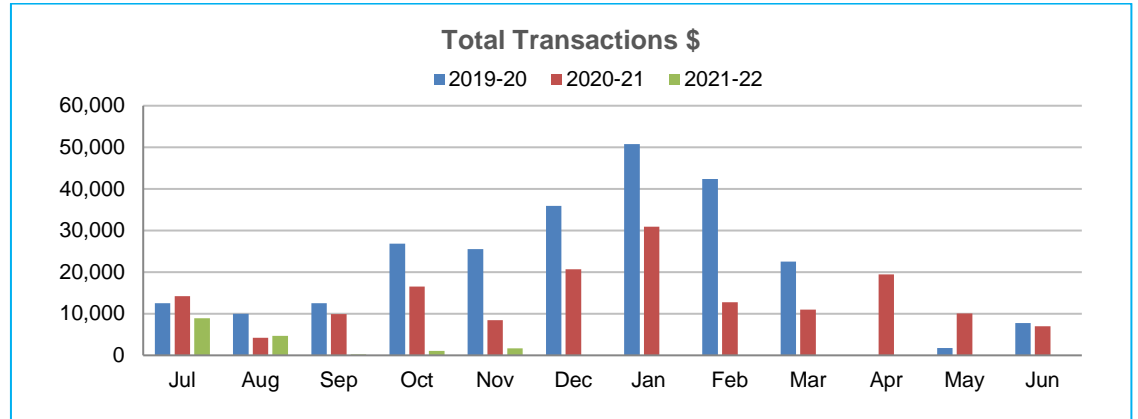
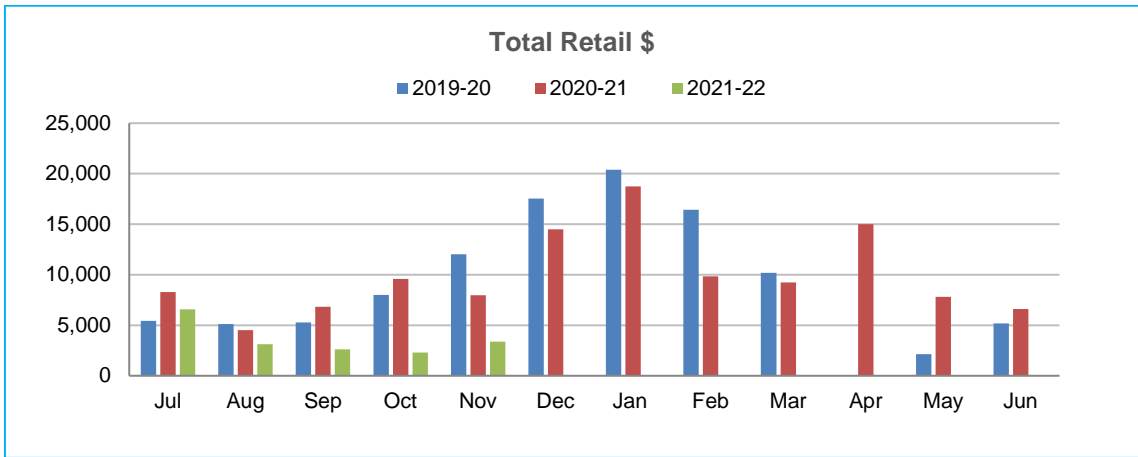
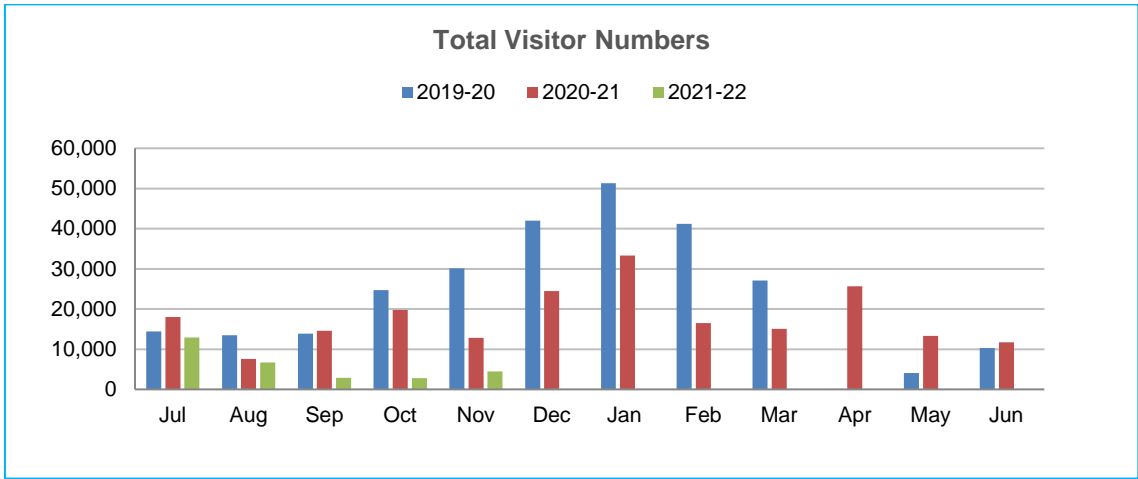


i-SITES

Our three i-SITEs are located in Kaitaia, Opononi and Paihia. As well as servicing our 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 November 2021 with November 2020.

- 65% decrease in Visitor numbers (4,492 down from 12,861)
- 57% decrease in retail revenue (\$3,381 down from \$7,956)
- 48% decrease in transaction spend (\$97,573 down from \$190,486)
- 48% decrease in transaction numbers (190 down from 370)

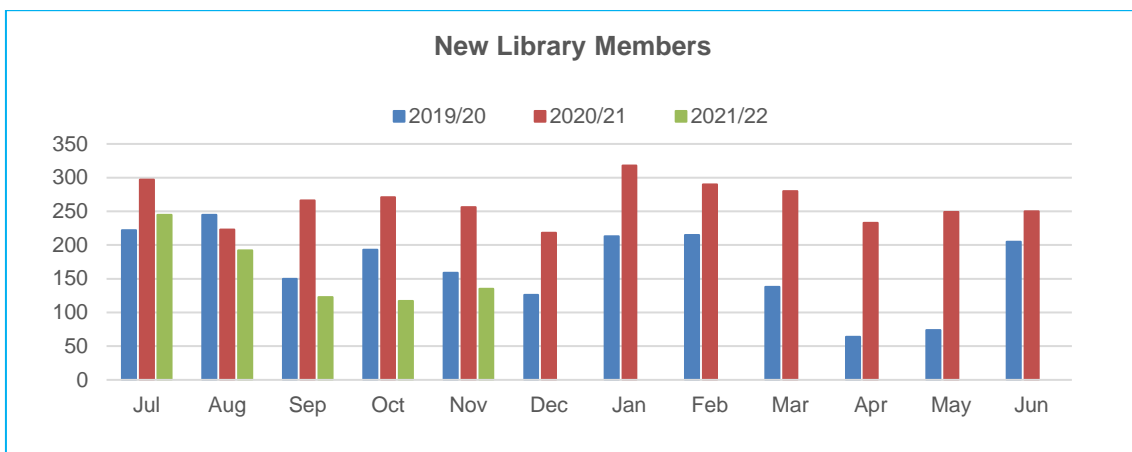
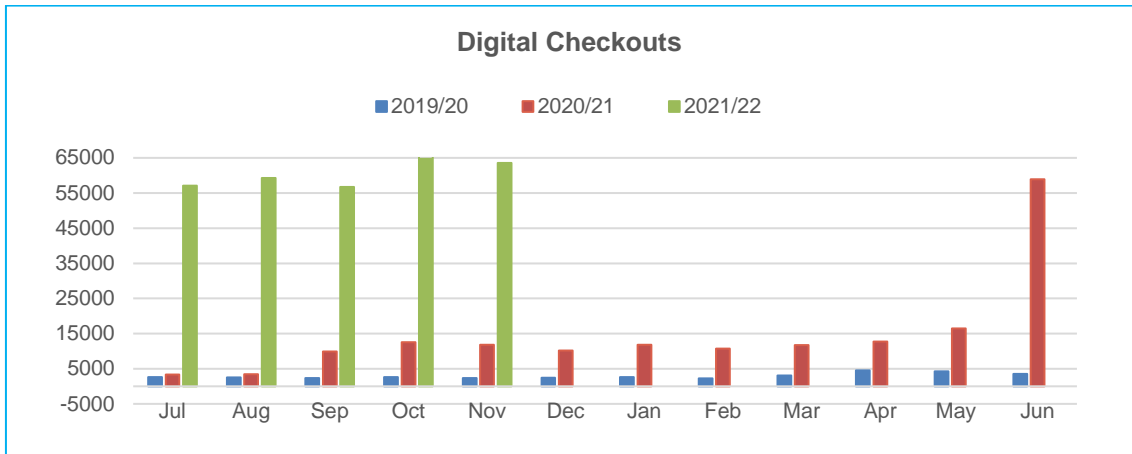
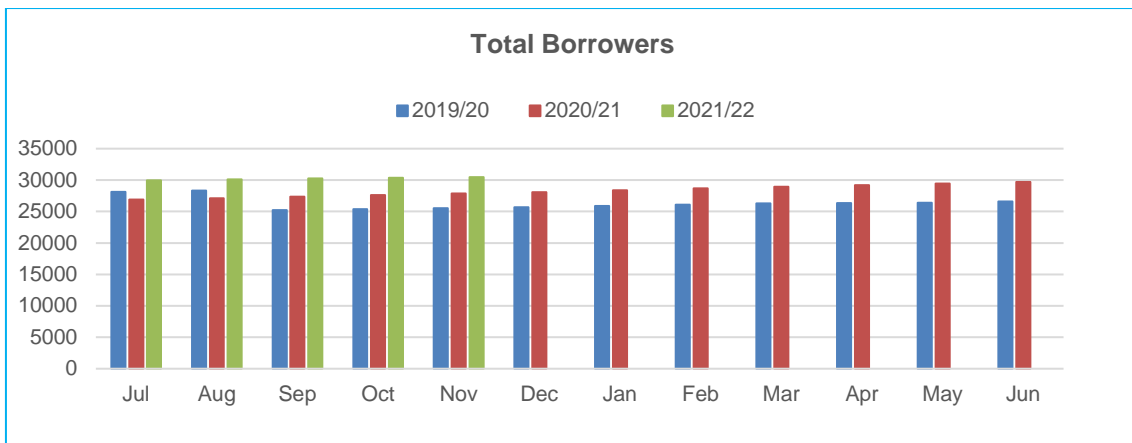


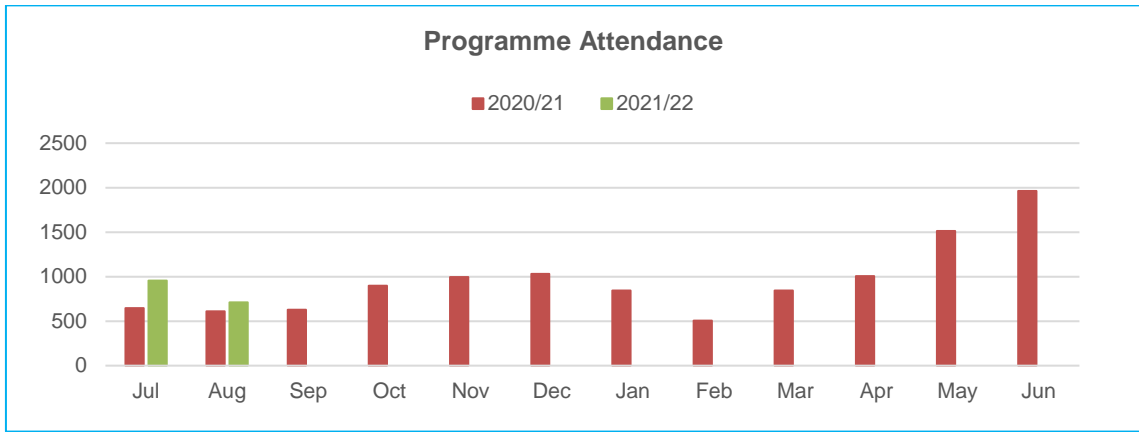
Libraries

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 November 2021 with November 2020.

- 438% increase in ebook and audio downloads (63,574 up from 11,816)
- 14% decrease in library website sessions (28,814 down from 33,495)
- 88% increase in digital checkouts (101,514 up from 53,985)

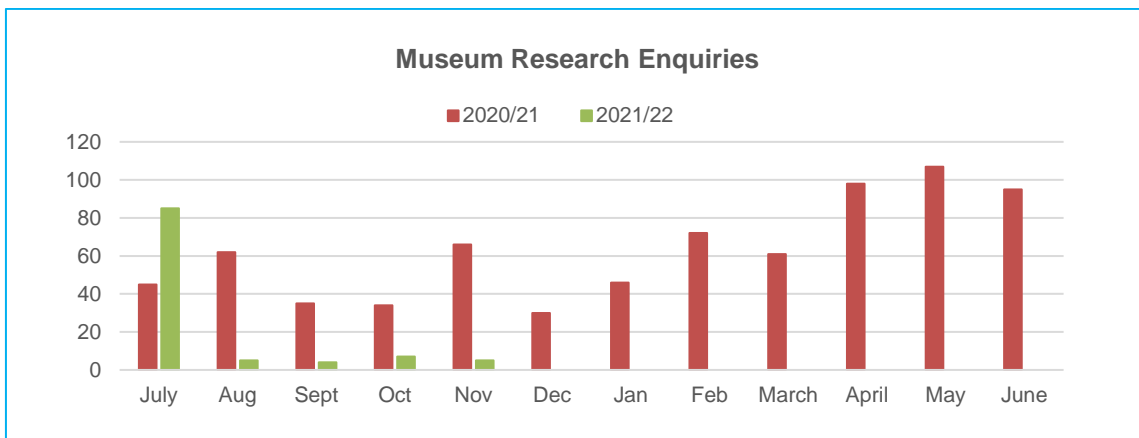




No programmes were run during November due to Covid Level 2 and 3 restrictions. Programmes currently on offer are Tamariki Tune Time, Robotics, Lego club, Minecraft, Virtual Reality, and Storytime.

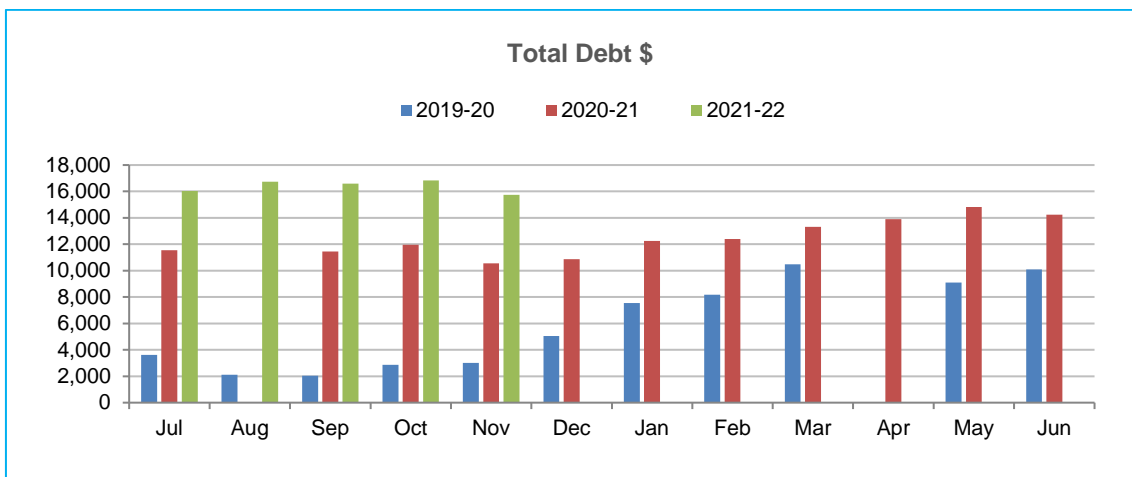
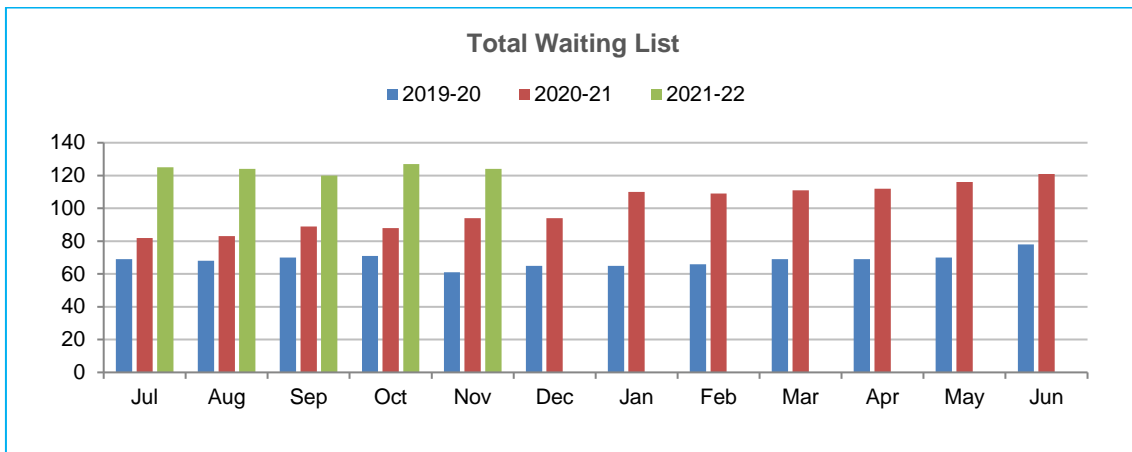
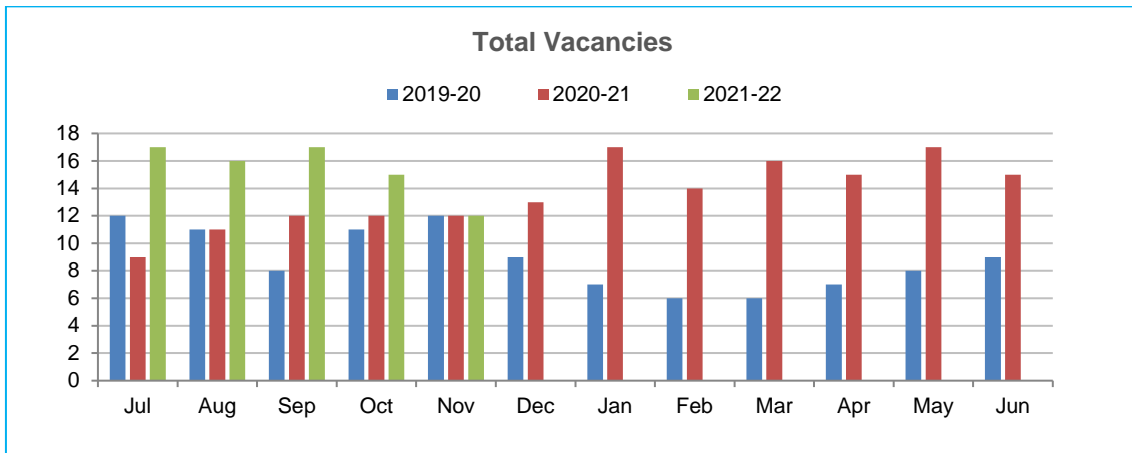
Museum

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

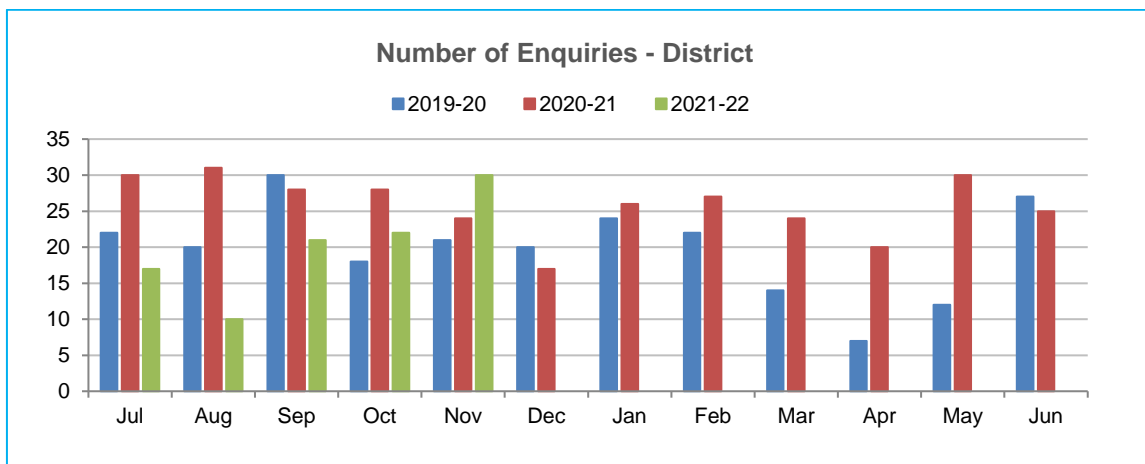
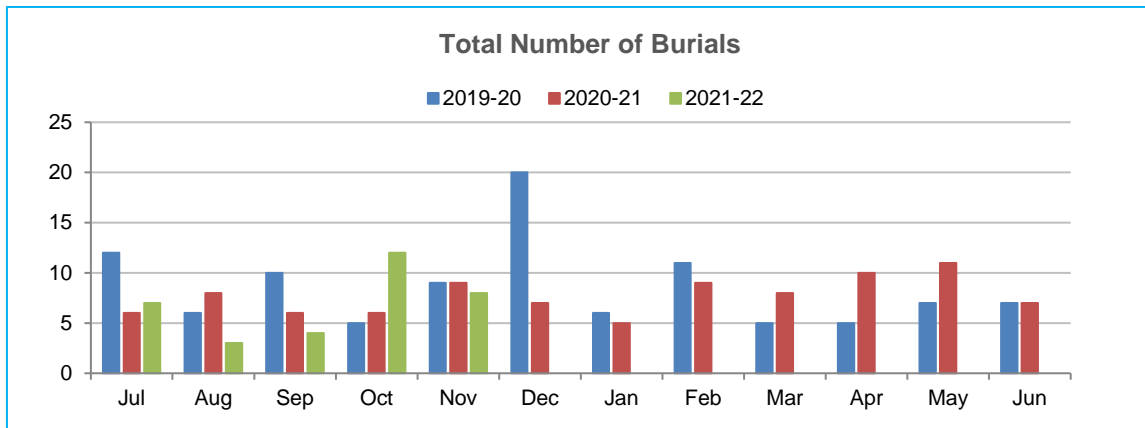
Council offers Housing for the Elderly (HFE) units in 12 complexes (147 units) across the district to eligible tenants over the age of 60 and who are on a benefit. Vacancies are generally due to refurbishment and wait lists continue to be high due to the lack of housing in the district and an ageing population.



*The Total Debt shows rent arrears

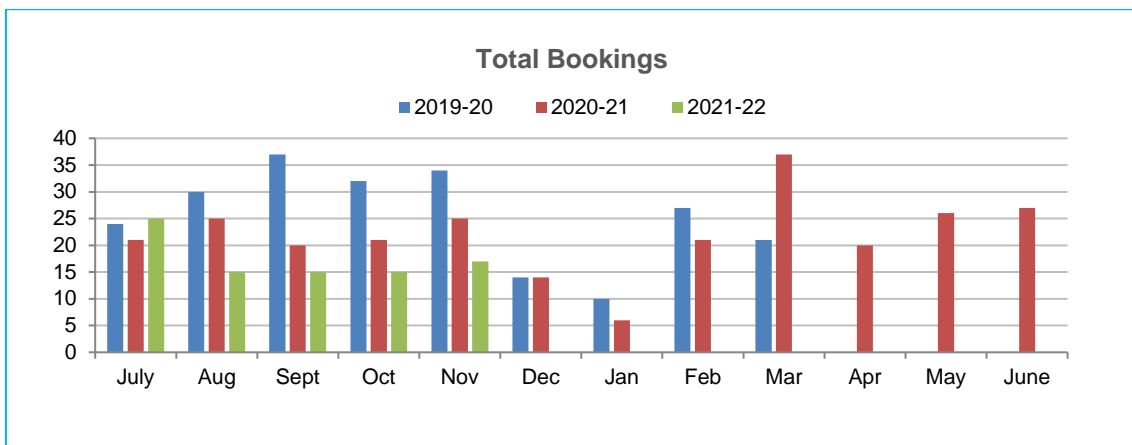
Cemeteries

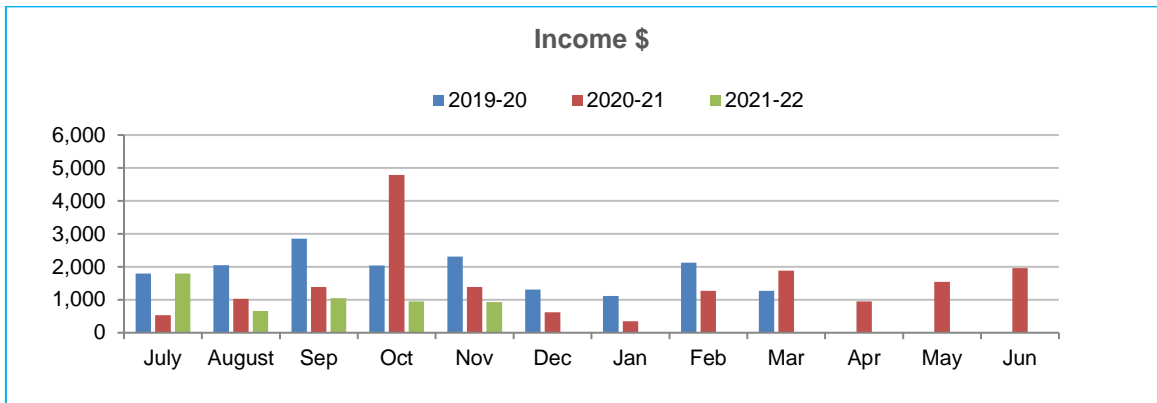
There is a range of services and facilities for burials and memorials in the district. Council manages and maintains 11 of the 26 cemeteries. Genealogy (whakapapa) can be searched using an online cemetery database to find records by family name.



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.

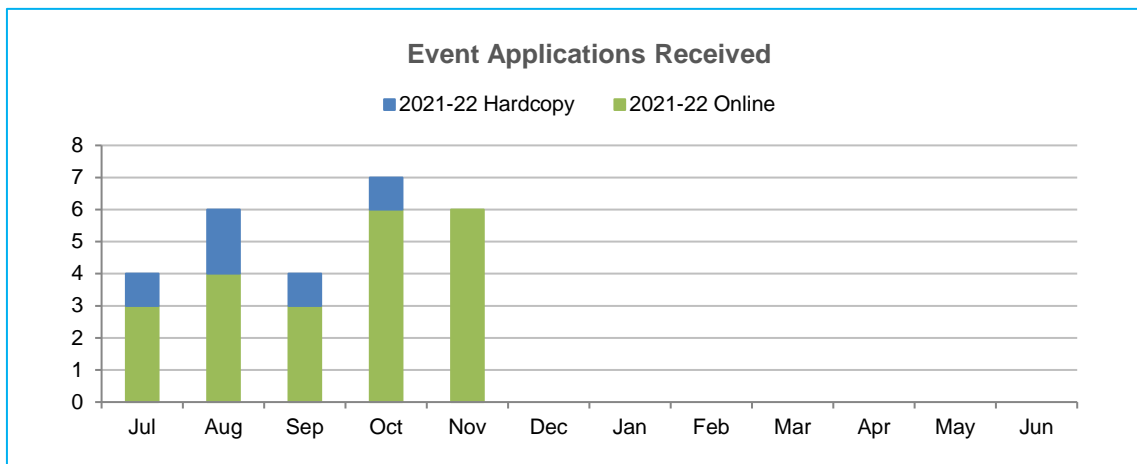




Events

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.

Six online event applications were received in November.



Date of Event	Place of Event	Name of Event
Saturday, 13 November 2021	Mangonui Boardwalk and Waterfront Reserve	Kids Fishing Competition
Saturday, 9 April 2022	Coopers Beach Reserve	Wedding Ceremony
18-19 November 2022	Wairoa river walkway and Kerikeri Domain	Kerikeri Conbrio 5k Run/Walk
Friday 10 December 2021	Te Kohanga Reo O Te Ariki Annual Breakup	Memorial Park, Kaikohe (main function in Mem Hall)
3 December 2021 - 30 February 2022	Russell Village Green	Russell Market - during Red Light Covid Restrictions
Friday 17 December 2021	Christmas in the Park	Event Cancelled Memorial Park, Kaikohe

Building Services

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

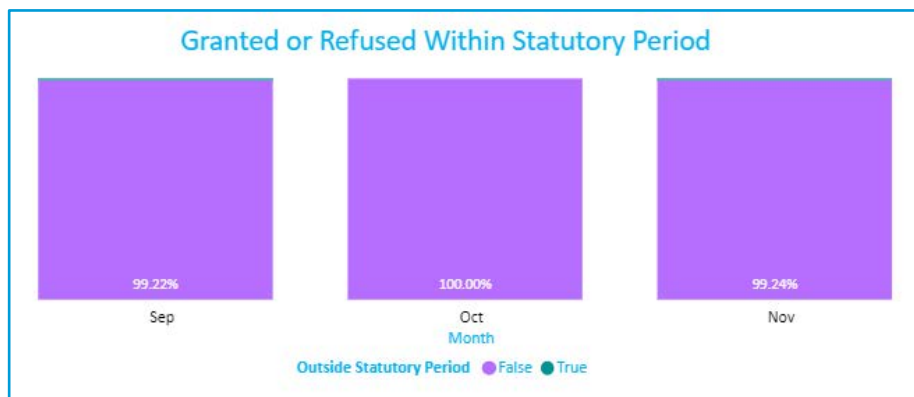
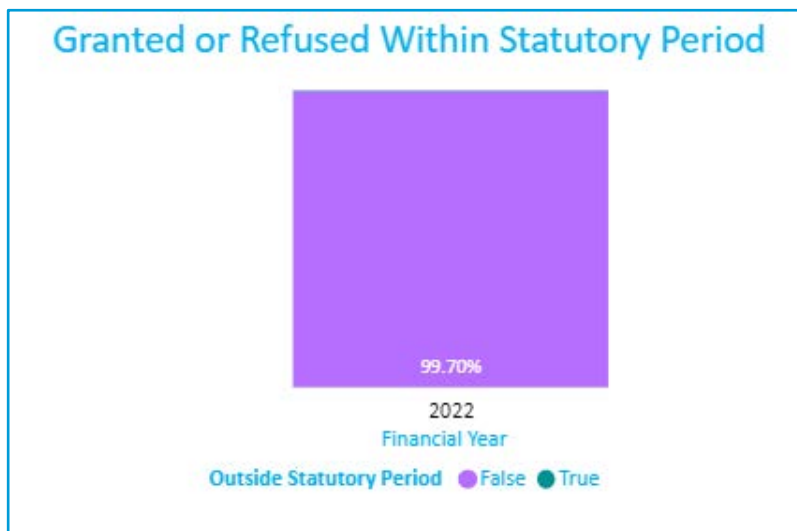
Building Services Executive Summary – November 2021

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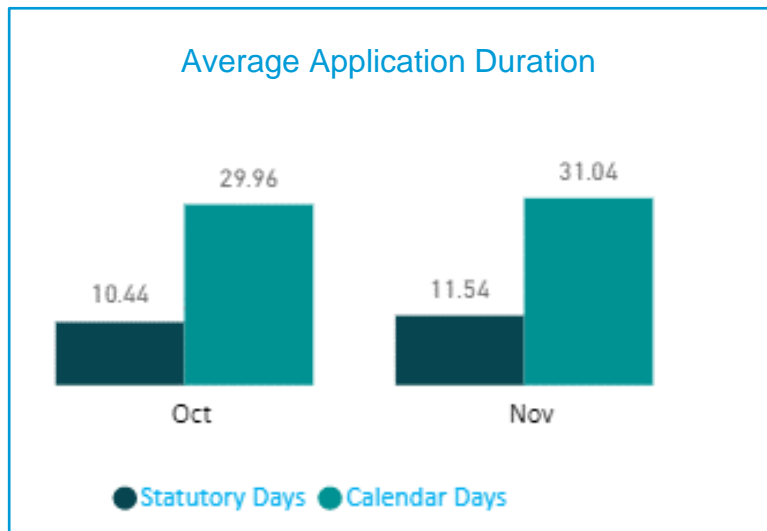
The BCA have completed their IANZ assessment and have retained accreditation. The next full IANZ audit will be in October 2022 and will cover all of the technical aspects of the BCA function.

Levels of Service

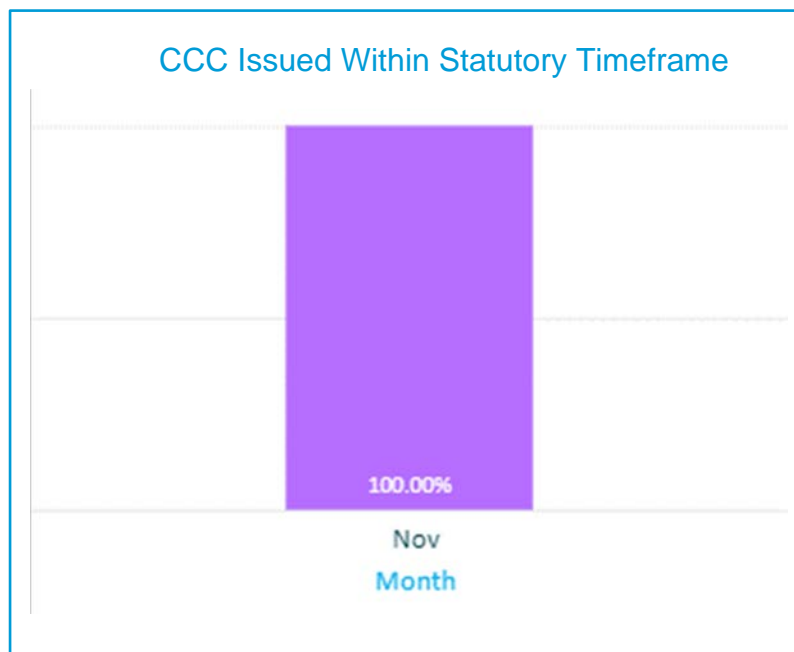
Building consent processing has achieved 99.24% compliance for the month of November. The consent that was previously reported as being over in October was in fact over in November and was incorrectly reported in the previous period. A total of 132 consents were granted in November.



Both the average statutory and calendar days to issue a consent increased in November. This is a reflection of the high number of consent applications received and the resultant delay of lodging them into the system.

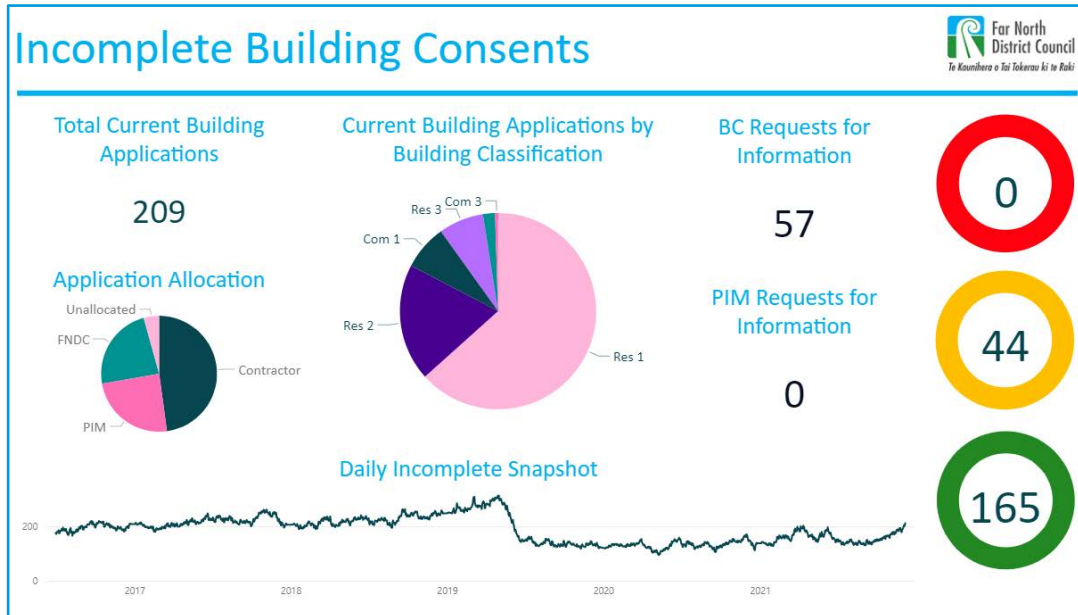


The BCA has achieved a 100% compliance rate for the month of November for issuing code compliance certificates. A total of 132 certificates have been issued.



Building Consent Authority

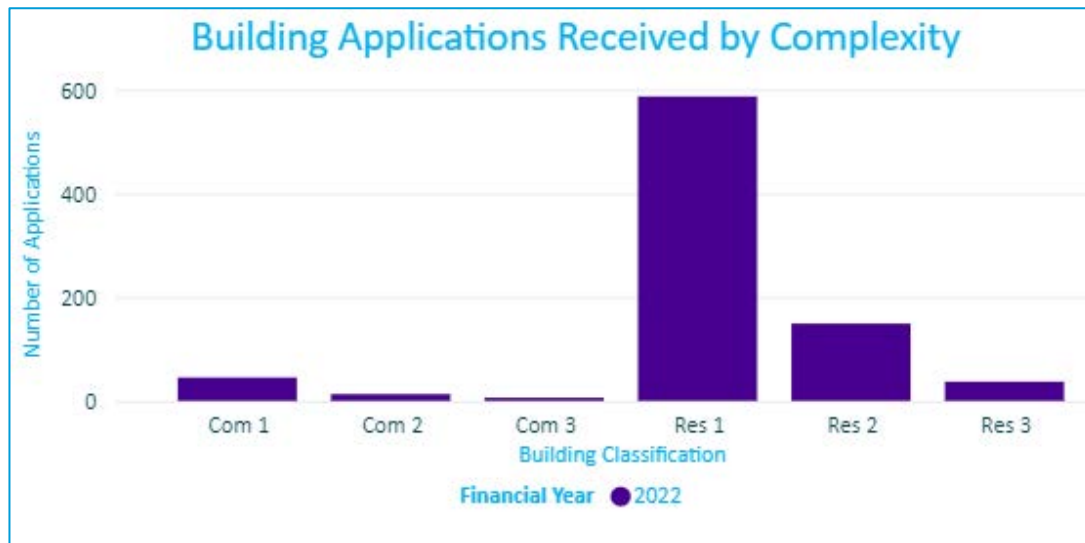
The dashboard below shows the consents currently being processed by the BCA. There are 128 Residential 1 (Res1), 39 Residential 2 (Res2), 15 Residential 3 (Res3), 15 Commercial 1 (Com 1), 4 Commercial 2 (Com 2) and 1 Commercial 3 (Com 3) applications. Use of contractors (building consultants) has increased marginally to 47.85%. It is important to note that the abovementioned consent numbers include consents that are currently on hold, awaiting information.



The number of consent applications received increased significantly from 155 in October to 182 in November. This is the 21 more applications than November last year and 32 applications higher than the 4-year average.



The dashboard below shows the building consent applications received by category. Res 1 applications continue to dominate the current workload of the BCA with a total of 587 Res 1 applications received for the 2021/22 financial year. The commercial sector remains steady with a total of 64 commercial applications received for the current financial year.



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.

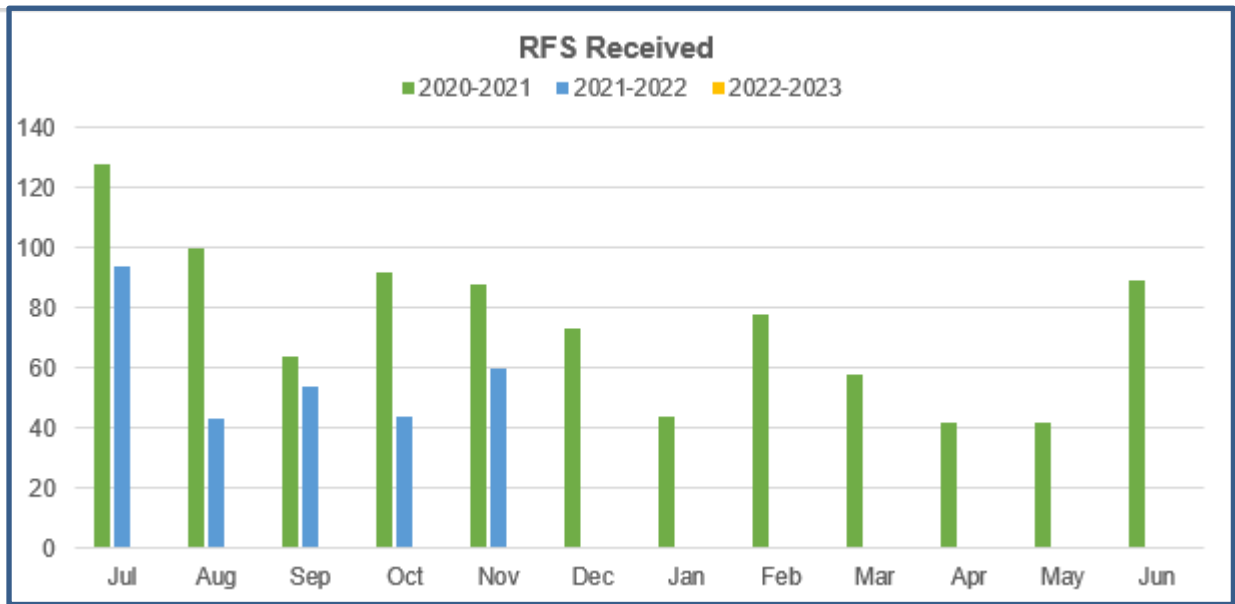
Council ensures compliance by inspecting or monitoring sites to ensure they comply with legislation. Depending on the level of non-compliance, there is a range of enforcement options the Council can take, from education to formal enforcement such as notices and prosecution.

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 (RFSs)

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

November was a busy month for incoming RFSs. The change of weather and incoming summer months seems to bring out the handyman to build something that the neighbours object to. There has been a steady increase of complaints related to buildings being built without consent. This also stems from misinterpretation of the Building Act and not fully understanding the Schedule 1 Exemption Legislation.



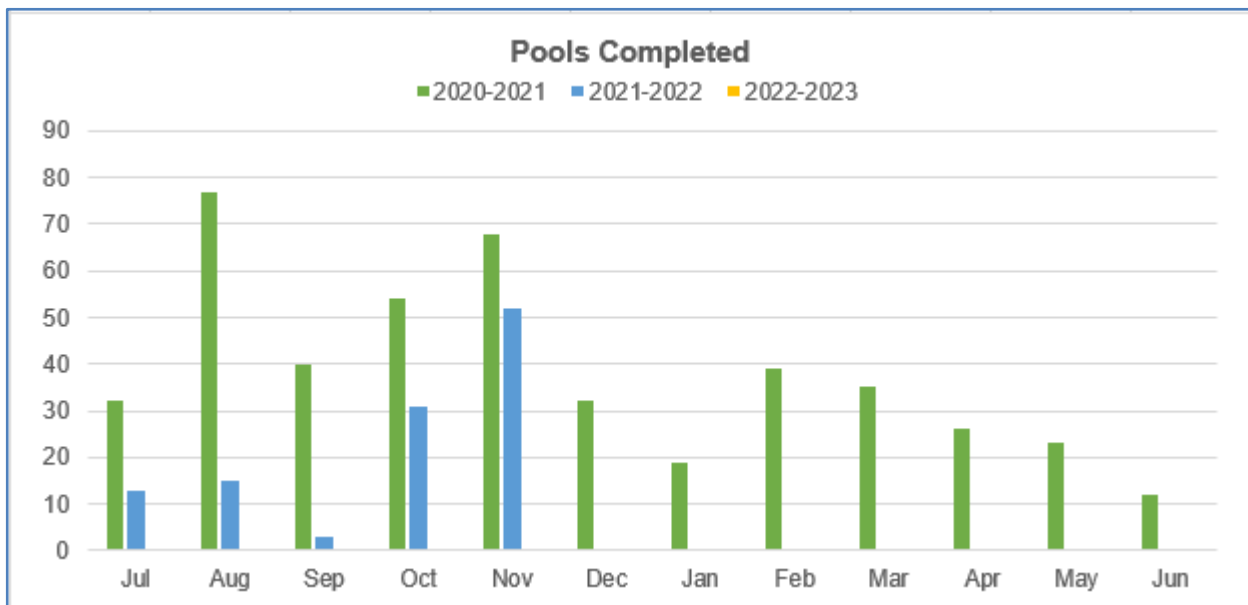
Swimming Pools

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 52 swimming pool inspections were carried out during the month of November with the completion of inspections on track and as per the allotted inspections for the year.

The swimming pool fail rate was 55% 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.



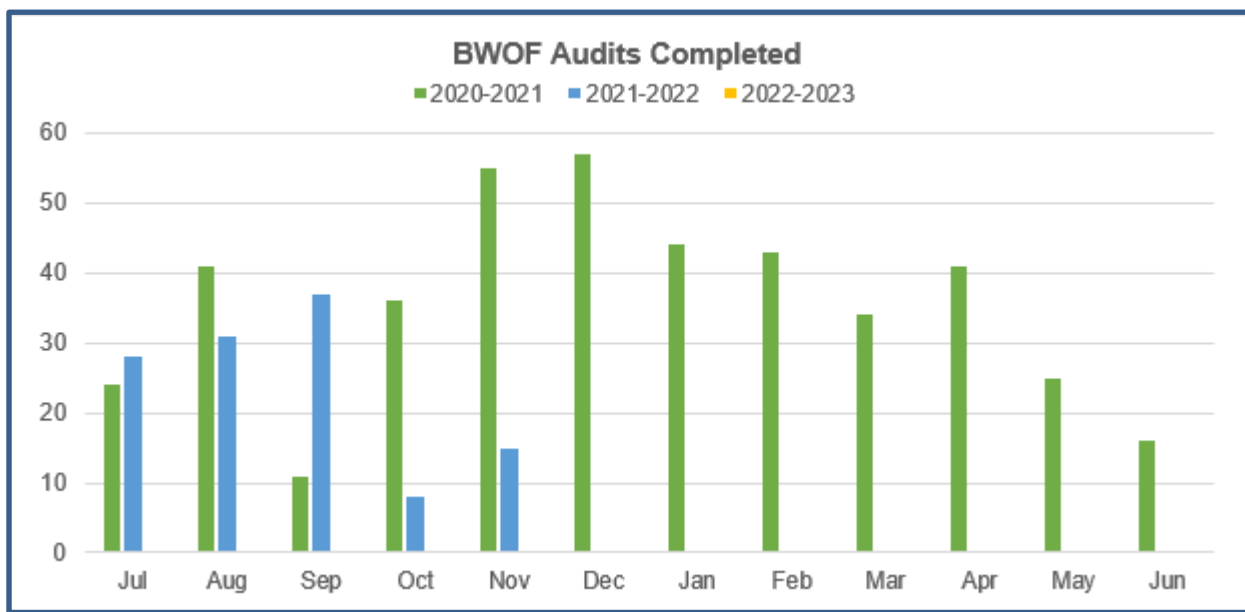
Building Warrant of Fitness (BWoF)

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.

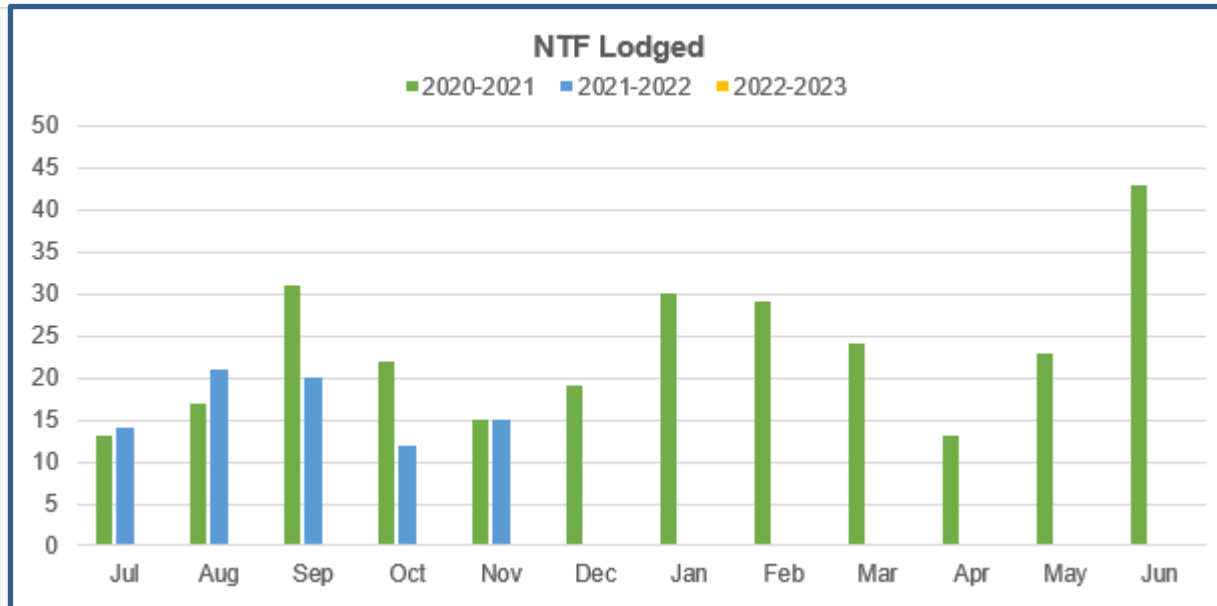
15 BWoF audits were carried out during November as the team now focuses on delivering qualitative audits and establishing a work rhythm, supported by digital transformation and new dashboards to track performance.



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.

15 Statutory Notices were served during the month of November for breaches of the Building Act 2004.

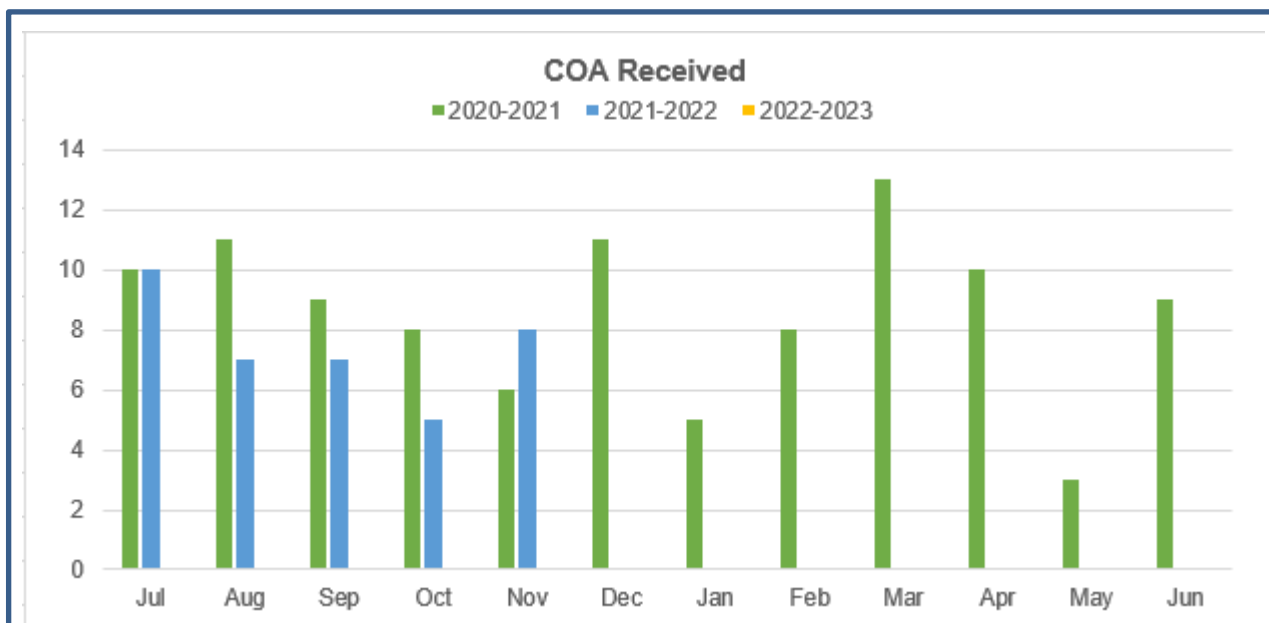


Certificates of Acceptance

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 8 COA applications during the month of November. The number of COA applications remain consistent month-to-month.



Infringements

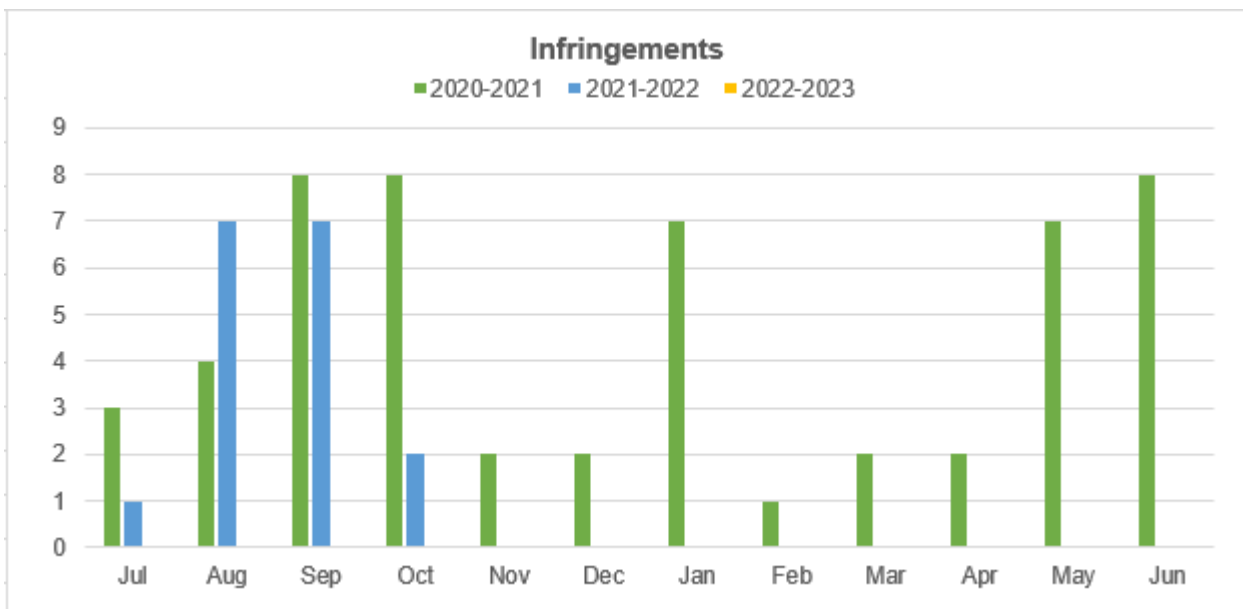
Under Section 372 of the Building Act, an infringement notice may be served on a person if an enforcement officer observes the person committing an infringement offence or has reasonable cause to believe an infringement offence is being or has been committed by that person.

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.

2 infringements were issued during the month of November. The infringements were for non-compliance with a NTF and a BWOF non-compliance.



Environmental Services

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 – November 2021

Resource Consents

The Resource Consents (RC) team reached 91.67% compliance with statutory timeframes for November with three consents going over statutory timeframes.

The RC team issued 82 decisions under the RMA and LGA in November. Of the 82 decisions, 36 were applications required to comply with statutory timeframes and recorded by the Ministry for the Environment (MFE).

157 applications were received in November 2021. This consists of 87 applications under the Resource Management Act 1991 (RMA), reported as part of statutory timeframes and the remaining 70 were applications under the RMA (not counted) and the Local Government Act (LGA) and the Liquor Licence Act (LLA).

The Resource Consent team now have Business Intelligence for reporting, which has enabled more accurate updates to previous graphic information included in reporting. Due to this, there will be some variations from previous monthly graphs and reports.

Monitoring and Compliance

The Monitoring and Compliance team received 146 RFSs in November 2021, an increase of 35 RFSs on the previous month.

There were 71 noise complaints received and responded to in November. This is 50 less RFS received than in October 2021. Response times of 82% were seen for urban areas and 100% was met in 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.

53 parking infringements were issued during the month, up from 37 in October.

Environmental Health

All scheduled verifications (30) in November were completed.

The Environmental Health team are tracking well regarding the licensed premises level of service. 34.3% of licensed premises have been visited leaving 153 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.

The RFSs received for the Environmental Health team have started to decline since September 2021. This may be due to the work the team completed in September which included updating website content and publishing the first edition newsletters.

Animal Management

315 RFSs were received for Animal Management in November 2021; 58 urgent and 257 non-urgent.

Animal Management Officers continued to respond to requests within level of service agreed times ($\geq 93\%$) with 97% achieved for urgent responses and 98% for non-urgent responses.

A total of 17 dogs were impounded during November, with five dogs adopted via Council's Facebook page during the month and a further three dogs taken by a rescue group. There were eight dogs euthanised in November due to not being claimed by an owner and not meeting criteria to be rehomed.

Resource Consents

Introduction

What we do and why

A critical function of Council is enabling the sustainable use, development and protection of the natural and physical resources in our district. This is underpinned by the obligations imposed by the Resource Management Act 1991.

Activities and services undertaken include the processing of resource consent applications and related consents, such as earthworks permits.

Levels of Service

The level of service for resource consents was amended as part of the 2018 – 2028 LTP process to better express Council’s commitment to the community. The previous satisfaction measures have been replaced with two new ones to assess the response to compliance incidents and processing of applications. These are more appropriate indicators of performance.

Resource Consents Summary

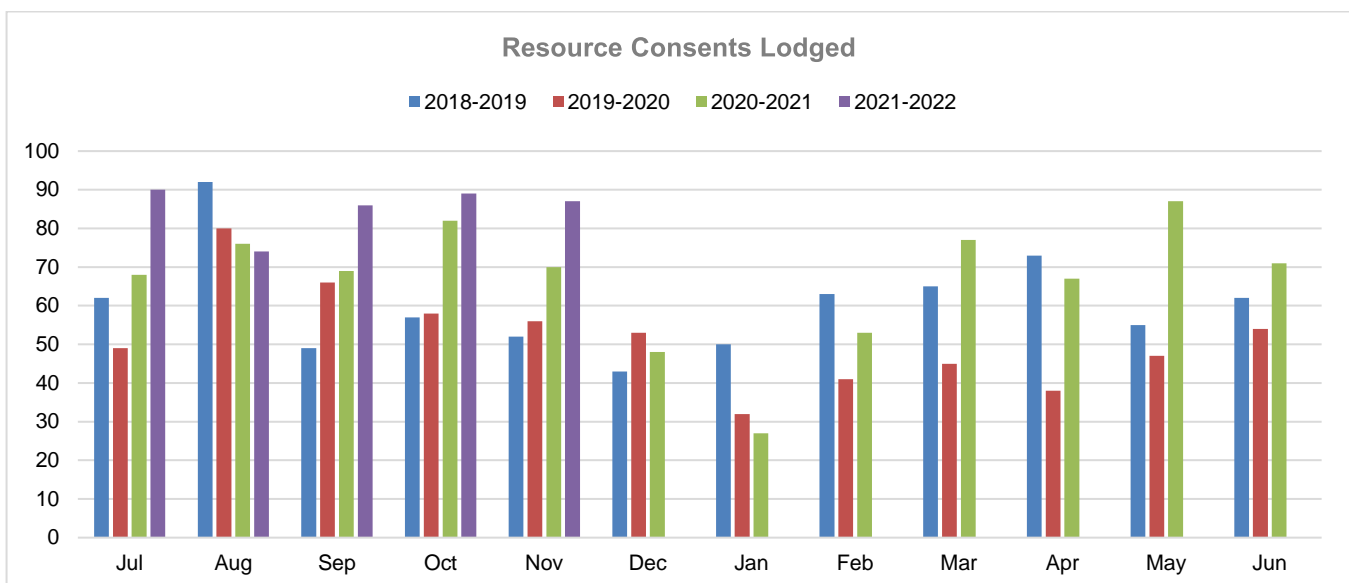
157 applications were received in November 21. In total, 87 of those were applications under the Resource Management Act 1991 (RMA) that form part of reporting on statutory timeframes to the Ministry for the Environment. The remaining 70 were applications under the RMA, Local Government Act (LGA), the Liquor Licence Act (LLA) that do not form part of statutory timeframes reporting.

The RC Team issued 82 various decisions under the RMA and LGA in November 2021. Of the 82 decisions, 36 were applications required to comply with statutory timeframes and recorded by the Ministry for the Environment (MFE). Five consents were outside statutory timeframes for November. This gives us an 91.67% compliance with statutory timeframes.

In total the resource consents team, along with the planning support team, worked on 87 new RMA applications, 70 LGA applications, certificates, licences and permits and issued 82 various decisions. In addition, during November, the Resource Consents Team attended three concept development meetings (CDM’s), four pre-lodgement application (PAM’s) meetings and three health food checks for the Environmental Health Team. The Resource Consent Engineers also worked on eight Engineering Plan approvals (RMAEPA’s) to assist a more streamlined process for building consents being issued.

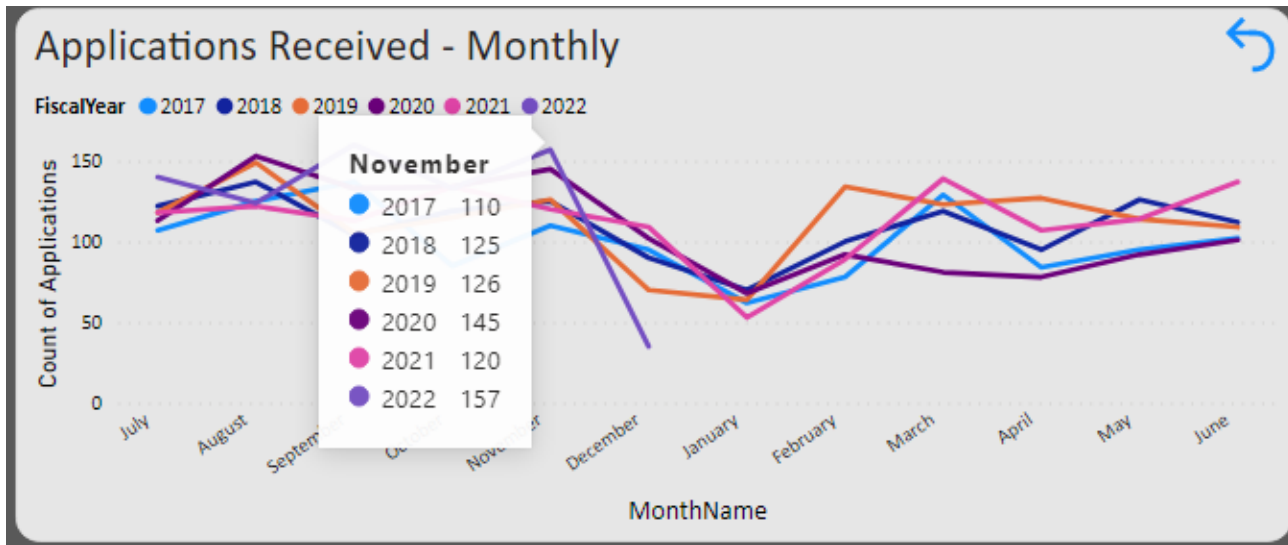
Applications lodged

The graph below shows the RMA* applications received by month over the last 3 years. The planning support team lodged 87 RMA applications in November 2021 compared to 70 in the previous financial year and 56 in the 2019/2020 financial year. This represents a significant increase in the number of RMA applications received in November over the last three financial years.

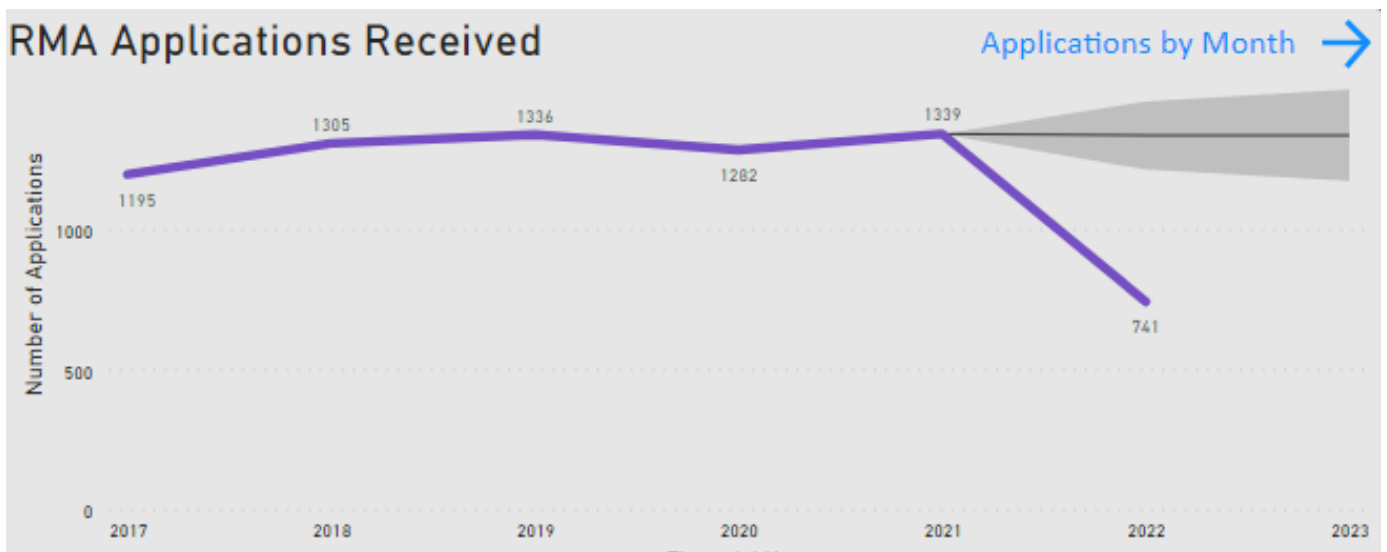


*Refers to applications lodged that require statutory timeframes reporting.

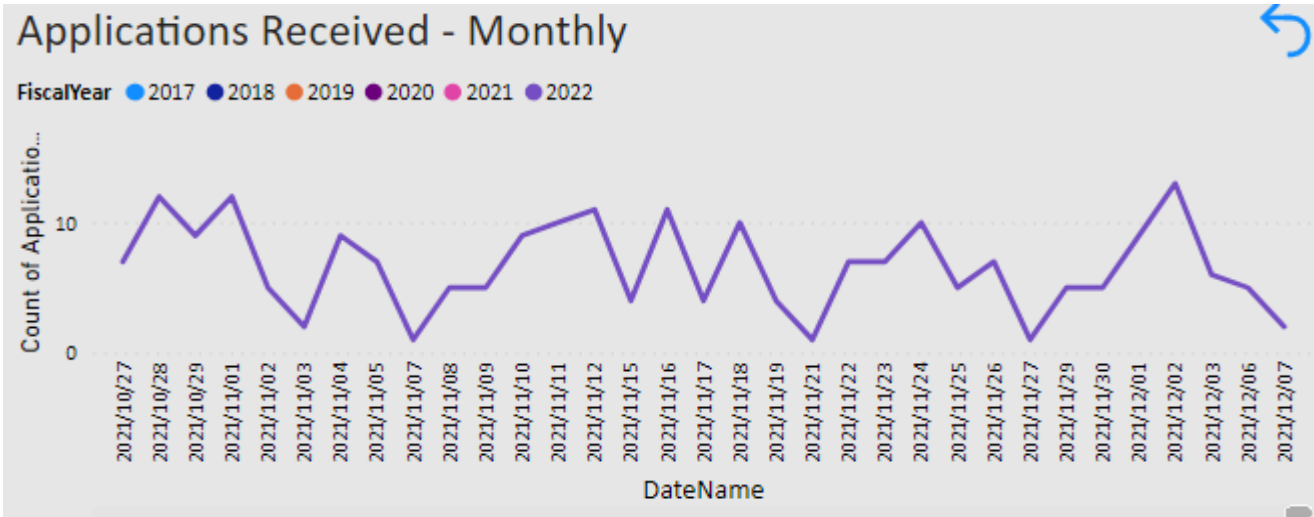
The graph below is one of the new graphs from the recently released Business Intelligence reporting capability. This graph shows the total number of applications received each month since 2017. The 157 applications received consists of all the applications received by the Planning Support Team and sent to allocations in November 2021. This is the second highest number of applications received since the 2017-18 financial year. The highest was September 2021 when 160 applications were received.



The following graph shows the total number of applications received by year since 2016. This number includes applications received under the Resource Management Act and the Local Government Act (LGA). This shows the volume of applications received with an upward trend since 2016 and a slight decrease in 2020 due to the pandemic and nationwide lockdown. The 2022 figure below shows the number of applications received during July, August and September in the current Financial Year.

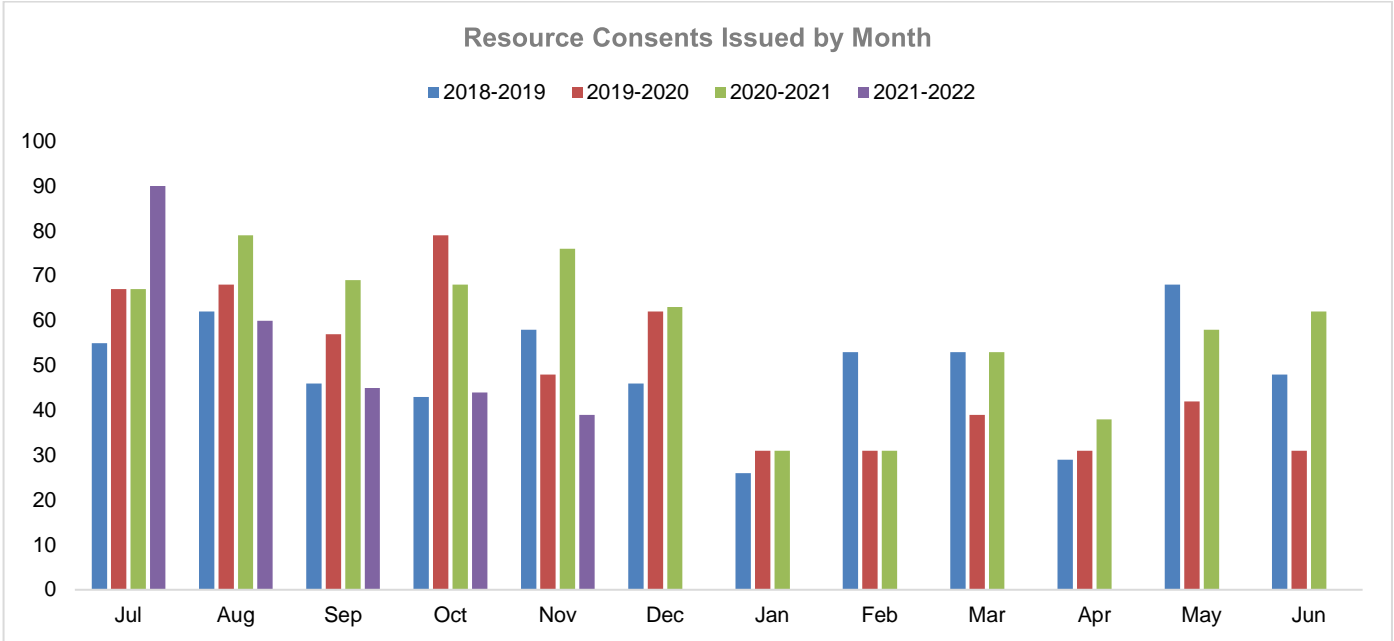


The following graph shows the number of applications being received daily by the Planning Support Team there have been 6 days where over 10 applications have been received in one day. There have not been any days in November without an application being received. This information demonstrates how busy the Planning Support Team is in dealing with a huge influx of applications.

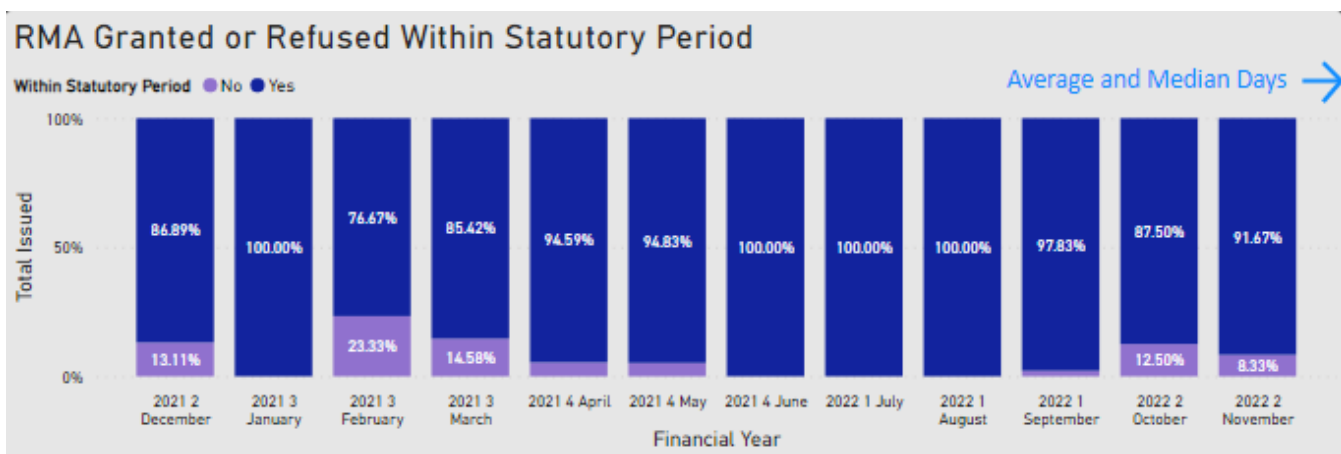


Decisions issued

The RC team issued 82 decisions under the RMA and LGA in November 2021. Of the 82 decisions, 39 were applications required to comply with statutory timeframes and recorded by the Ministry for the Environment (MFE). As stated above in the summary, four consents were outside statutory timeframes for November. This resulted in an 88.18% compliance with statutory timeframes.



The Resource Consents Performance graph on the next page shows compliance for the previous twelve months. This shows the consents team's level of compliance at a 91.67% compliance rate of decisions being within timeframes for November.



Types of Applications Received

The two tables on the next page 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 of the other types of applications.

Type of Resource Consent	Number Received											
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	
Land use	8	16	29	14	32	41	28	34	40	45	43	
Subdivision	8	6	19	9	15	18	26	18	21	22	25	
Variation	2	5	8	5	6	12	10	3	7	7	5	
Permitted Boundary Activity	1	1	7	4	7	3	9	7	5	6	2	
Extension of Time	0	1	1	0	1	0	2	0	0	0	0	
Certificate of Compliance	0	0	1	0	0	2	0	0	0	0	0	
RMA Discharge	0	0	0	0	1	1	0	1	2	0	0	
RMA NES CS	0	0	0	0	0	0	0	1	0	0	0	
Combined land use and subdivision	2	4	5	3	6	6	8	6	10	5	11	
Outline Plan	0	0	0	0	0	0	2	2	1	2	1	
Outline waiver	0	0	3	1		3	2	2	0	2	0	
Total RMA	21	33	73	37	67	90	90	74	86	89	87	

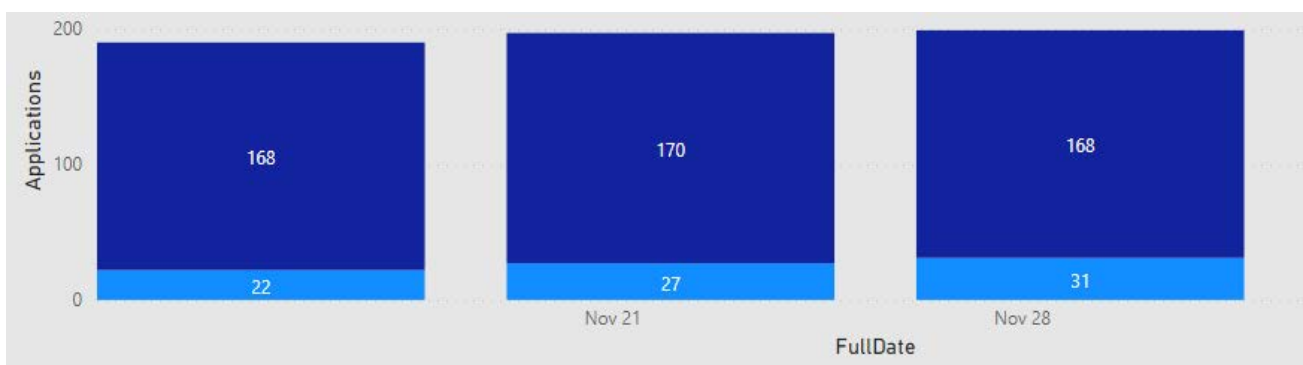
Certificate Applications Received

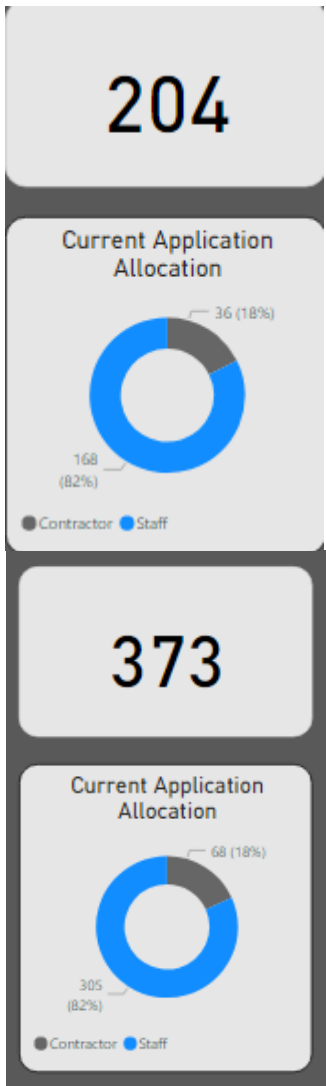
The table on the next page details the number of certificate and other applications received for November 2021. This table shows that 70 certificates and Local Government Act (LGA) applications were received in November.

Type of Certificate & LGA & other work	Number Received										
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov
RMA OTH	0	0	0		1	0	2	0	0	1	1
RMA OBJ	0	0	0	0	0	2	1	2	2	4	3
CER221	0	0	0	0	0	1	0	2	2	0	2
CER223	16	20	22	18	19	14	20	13	25	16	21
CER224	4	10	4	14	24	9	14	10	17	14	19
CER348	0	0	0	0	0	2	0	2	0	0	2
CERBND	0	0	6	1	0	0	0	0	0	0	0
CEROTH	0	0	4	1	0	0	0	0	0	0	0
LGA348	0	2	2	2	2	4	2	3	3	1	2
LGAEWK	0	8	15	16	6	14	11	16	19	11	17
LIQCOC	0	1	0	1	2	7	2	3	6	0	3
Total	20	41	53	52	53	51	49	49	74	47	70

Internal staff versus consultant planners

The graph below indicates a snapshot over 3 days in November of how many current applications are being worked on by the Resource Consents Team. This shows 168 applications have been allocated to internal staff and 31 to external consultant planners. 168 to internal staff represents 8 planners looking after 21 applications each, on average at any one time. This is 82% internal and 18% to consultants.



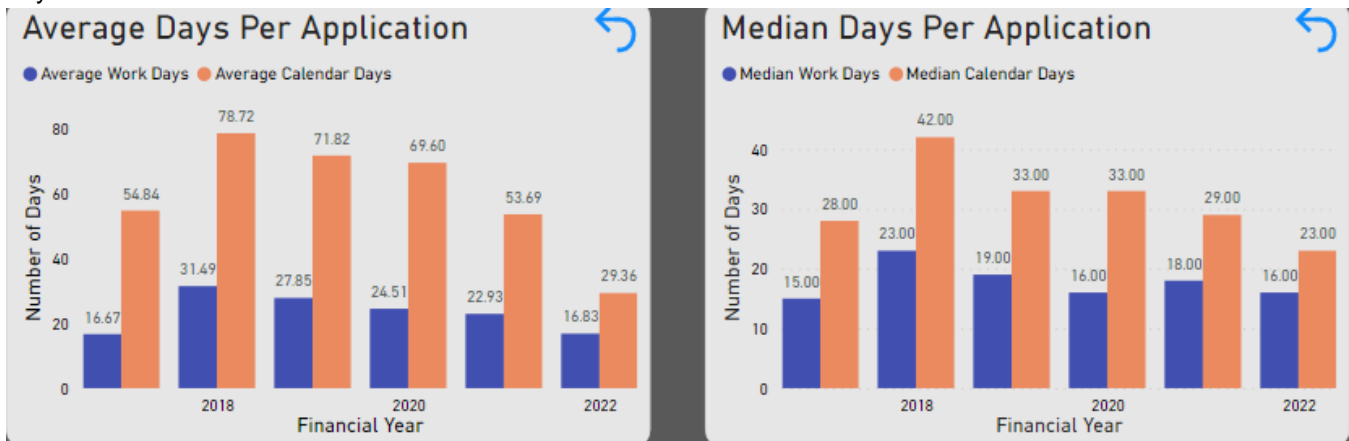


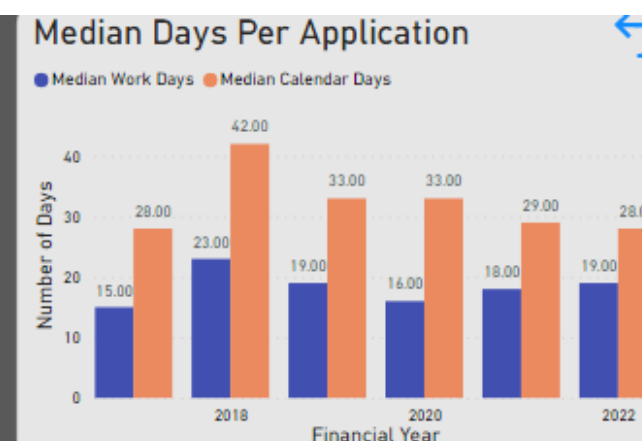
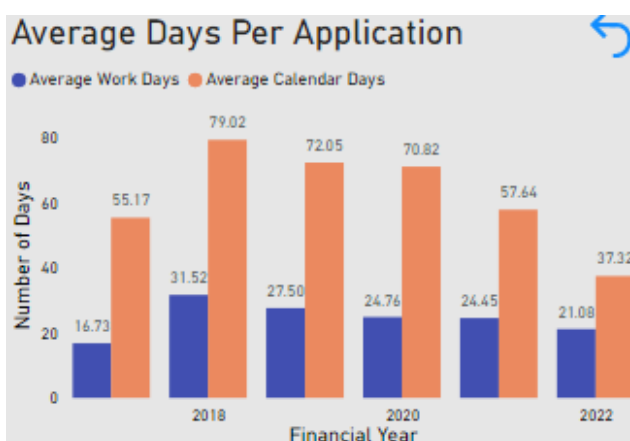
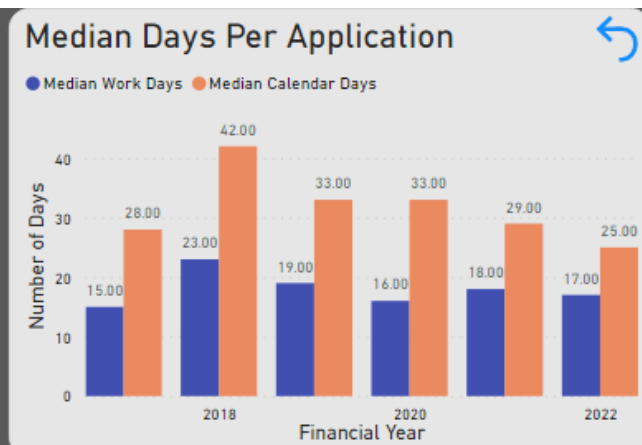
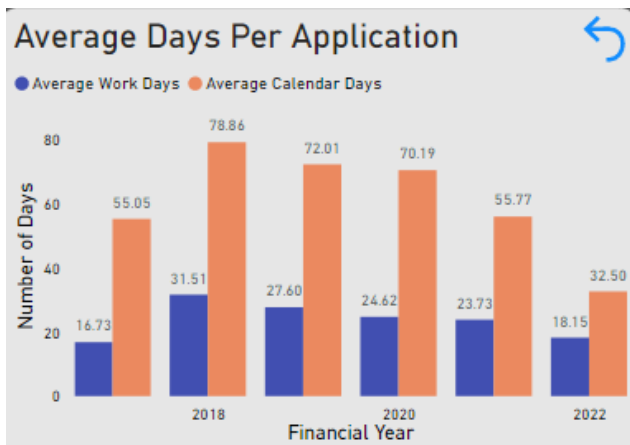
The figure on the left is how many applications that are current within the Council system (Pathway) that have not been suspended under s.37 to extend timeframes or s92 for further information.

The figure on the left is how many applications are on hold including suspended applications. Currently the Resource Consents Team is managing 373 RMA applications. This figure does not include RMA and LGA certs, earthwork permits, LGA right of way applications, liquor licence and food health checks.

Trends, News and Success Stories

The graphs below show the average number of days it takes the planners and engineers to process an application. The trend was consistently improving from an average number of 31 working days in the 2018-2019 financial year to 16 working days in the 2021-2022 financial year for September. However, the trend now is no longer towards an improvement, showing 18 working days in October and 21 working days in November. The average number of calendar days has dropped from the highest number in the 2019/2020 financial year of 79 calendar days down to 29 calendar days for September 2021. This figure has moved up to 32 calendar days in October to 37 calendar days in November 2021.





Hearings

There were no hearings in November 2021.

Processing Timeframes

Over the past few years the number of applications for resource consents received by Council has continued to increase to the point where what was thought of as high numbers in 2018, is now considered the new normal. Over the past months it has not been unusual to receive up to 45 applications in a single week. This with no changes in staffing levels and relying on consultants to maintain throughput and delivery of consenting services.

Furthermore, the team has seen several resignations for various reasons and is currently recruiting for new planners and engineers. The team has managed to meet 100% statutory timeframes by heavily relying on consultant planners. However, due to the large amount of private work available, consultancies are choosing to undertake private work which pays higher than processing for Council.

As at close of business on 7 December 2021, allocations are four weeks behind with 94 applications unallocated, dating back to 5 November. Until recently the Team Leaders have been applying s37 of the RMA to extend processing timeframes where possible.

The use of section 37 of the Resource Management Act 1991 to extend timeframes

In November 21, of the 36 RMA decisions issued, 32 of these applications had s.37 applied. If this s.37 had not been applied our compliance with statutory timeframe would be at 34.7% rather than 91.67%.

This situation is not expected to improve with the review of the current District Plan. Once this plan is notified, as proposed, applications will take up to twice as long to process, further delaying processing times.

The team did extremely well to achieve virtually four months at 100% statutory timeframes in the June to September 2021 period.

Customer and Relationships

The Resource Consents Team sent out 66 customer feedback surveys in November 2021 with 17 responses received (a 28.8% response rate). There were 11 satisfied customers, three neutral and three customers were dissatisfied. The team is following up to address reasons for customer dissatisfaction. Often negative comments are received due to the perceived high cost of obtaining a resource consent and / or frustration with the District Plan rules and legislation.

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. The monitoring and enforcement team are responsible for the administration and enforcement of these obligations.

The Monitoring Team is responsible for:

<ul style="list-style-type: none">• Resource Management Act breaches• Local Government Act breaches• Reserves Act breaches• Litter Act breaches	<ul style="list-style-type: none">• Land Transport Act• District Plan breaches• Bylaw breaches• Parking enforcement	<ul style="list-style-type: none">• Resource consent monitoring• Noise complaints• Removal of abandoned vehicles
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Staffing

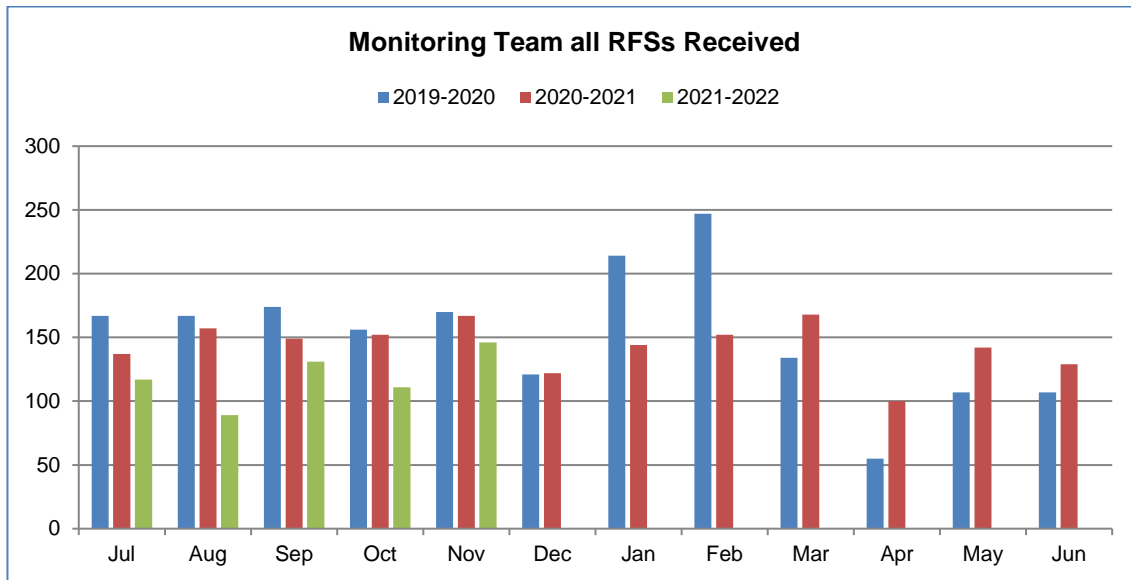
The team is comprised of a team leader, five monitoring officers, two resource consent monitoring offers (one of which is a fixed-term position) and a parking enforcement officer. There are currently no vacancies in the team.

Levels of Service

1. Respond to noise complaints within the following timeframes:
In urban areas: 1 hour.
In rural areas: 2 hours – 2021-2022 (target 95%).
2. Respond to compliance incidents within 3 working days – 2021-2022 (target 93%).

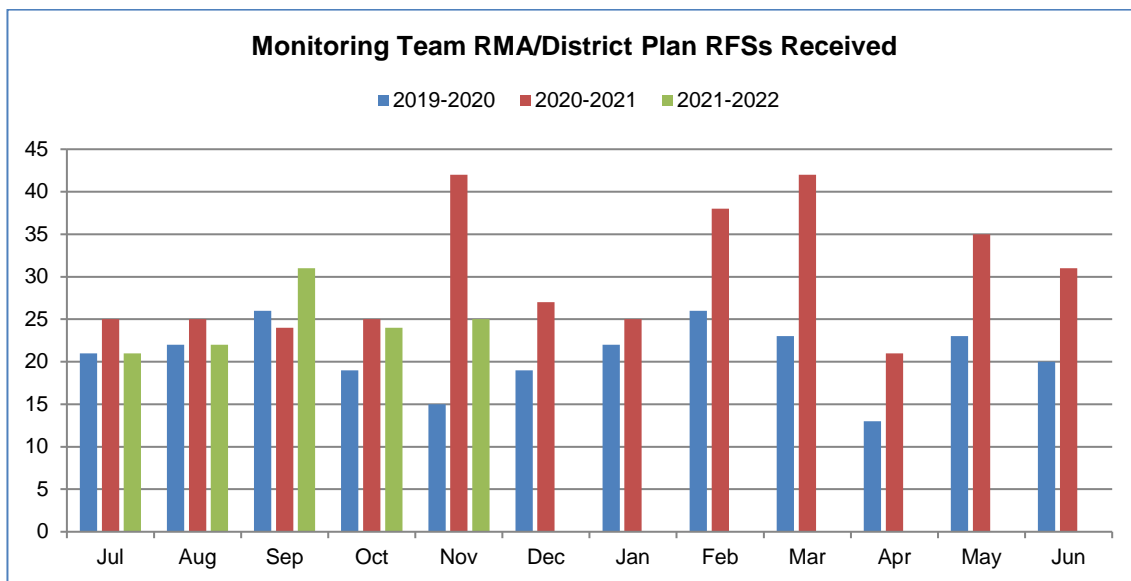
Requests for Service

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



Resource Management Act 1991

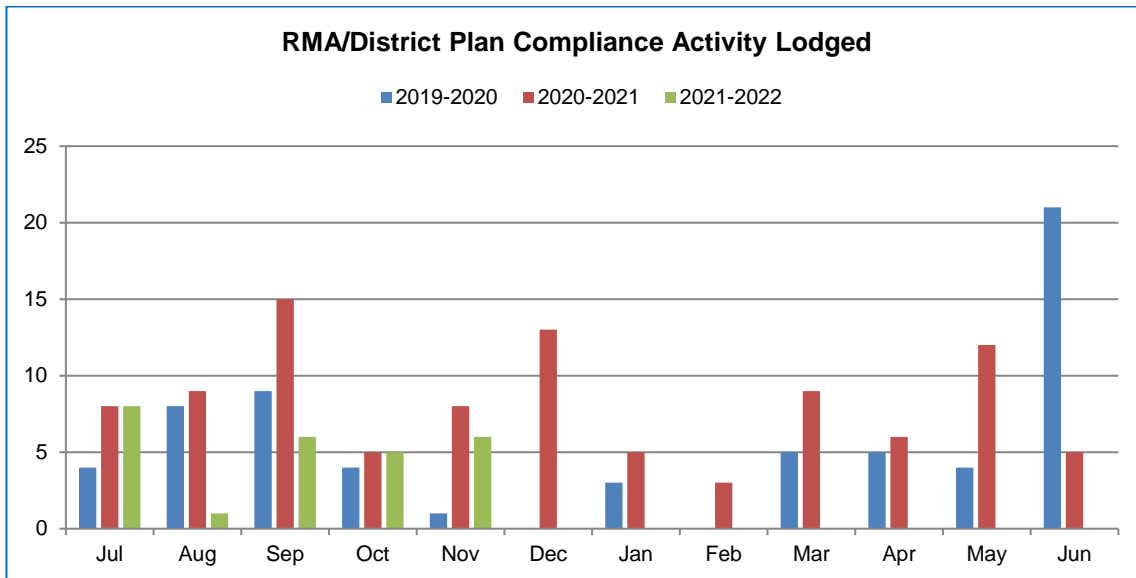
A large amount of the work conducted by the Monitoring team falls under the Resource Management Act 1991 (RMA). This section reports of those responsibilities. The LTP level of service for responding to RMA incidents is 93% of customers acknowledged within three working days.



	July	Aug	Sept	Oct	Nov
RFSs received	21	22	31	24	25
On time	14	13	24	14	11
Over time	6	9	5	7	11
Unresponded	1	0	2	3	3
LOS %	67	59	77	58	58

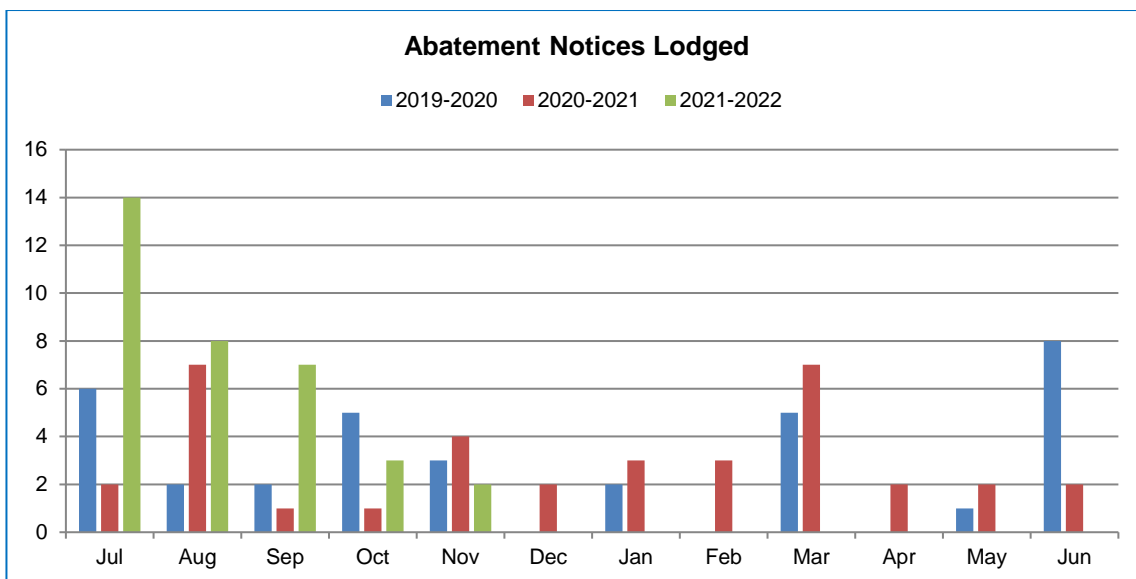
Table above show LOS (93%) results for RMA RFSs 2021-2022

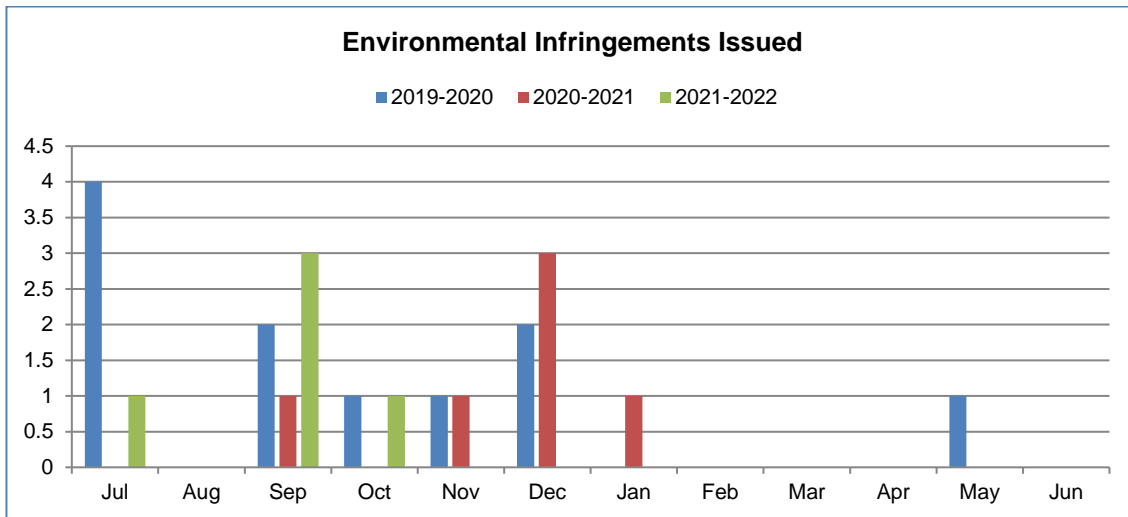
If an RMA/District Plan RFS results in further investigation a new application is created in the Council system and research and evidence is recorded with case notes in support of any legal notices such as abatement notices and environmental infringement notices that are created and issued.



Although the Monitoring team’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.





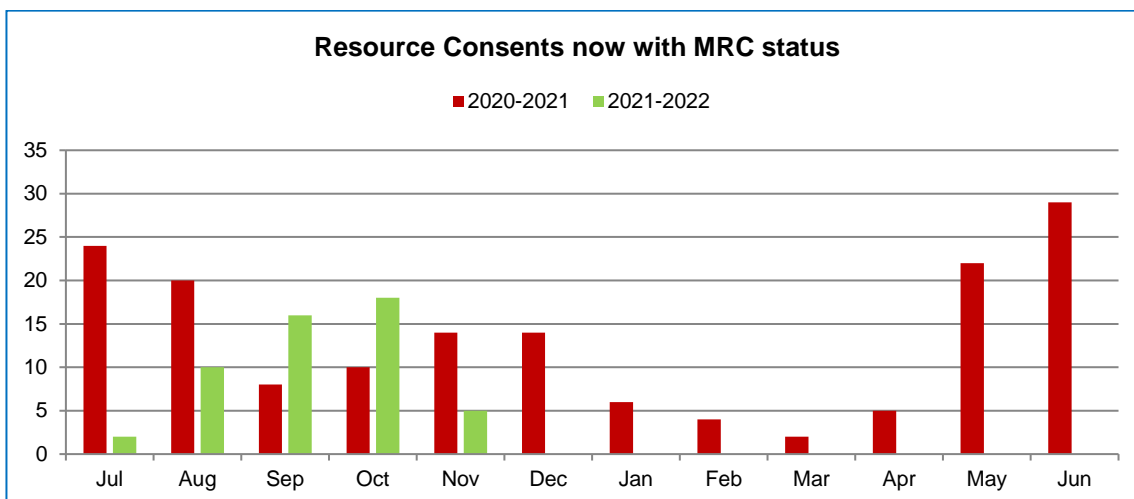
Resource Consent Monitoring

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

- Historic bond investigation
- Historic backlog 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

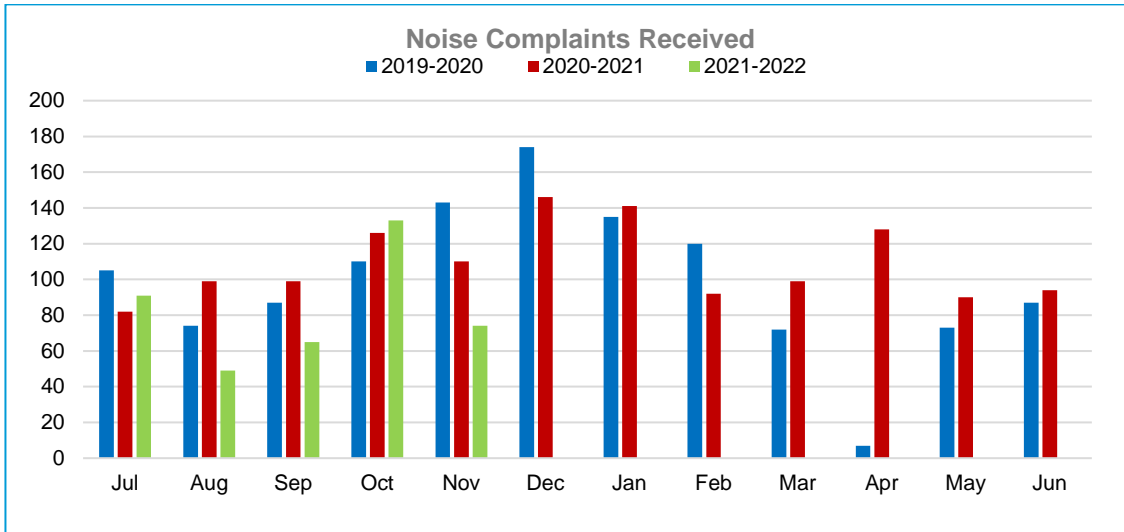
A business improvement in July 2021 removed the requirement to create a new MRC application for each resource consent (RC) decision issued. The historic backlog of unmonitored MRC applications is recorded within Council's system. The current backlog stands at 527 outstanding RCs. The graph below reflects 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 below it can be seen that September and October data are low. There will always be 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.



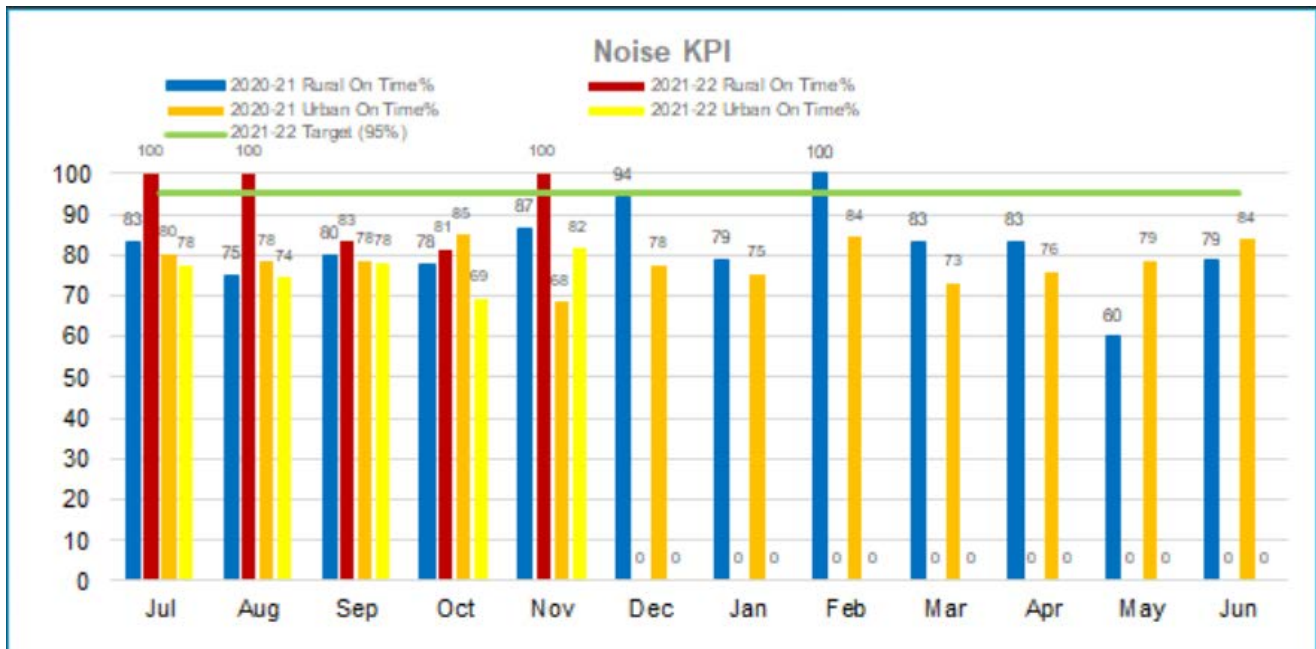
Noise

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 (END's) and seize sound making equipment (when accompanied by a constable).



The number of noise complaints attended 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 hours 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.



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

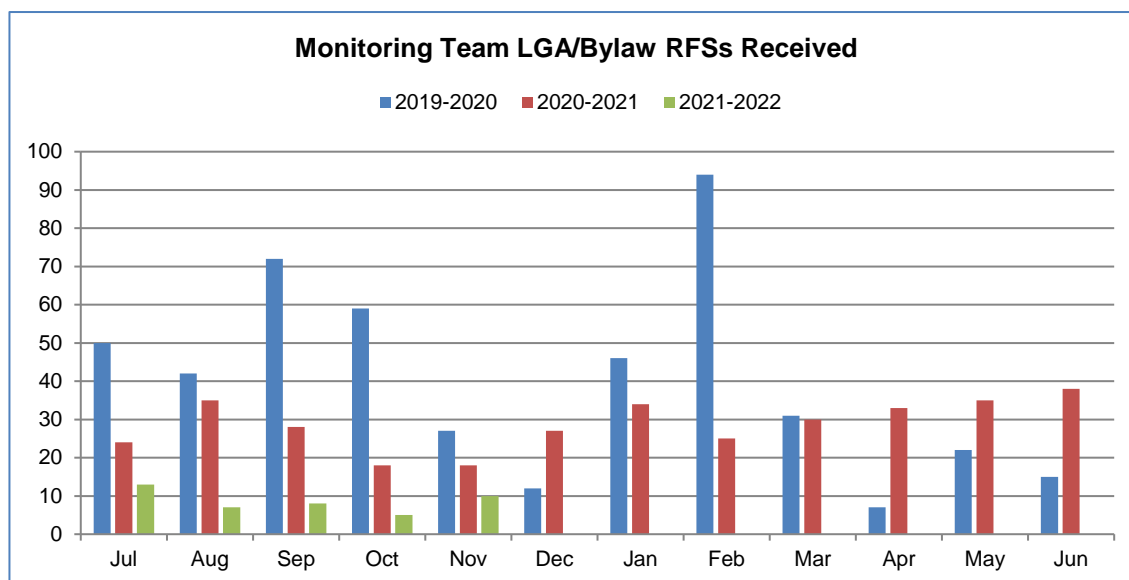
measuring devices as the RMA only requires the noise to be deemed unreasonable. The action taken by First Security’s officers vary depending on their assessment at the time.

Action Taken 2021-2022	Jul	Aug	Sep	Oct	Nov
Abatement Notice Issued	0	0	1	0	0
Excessive Noise Directive Issued	7	6	13	25	10
No Action Taken	65	38	34	77	43
Seizure Performed		1		4	
Verbal Warning Issued	19	4	17	27	21
Grand Total	91	49	65	133	21

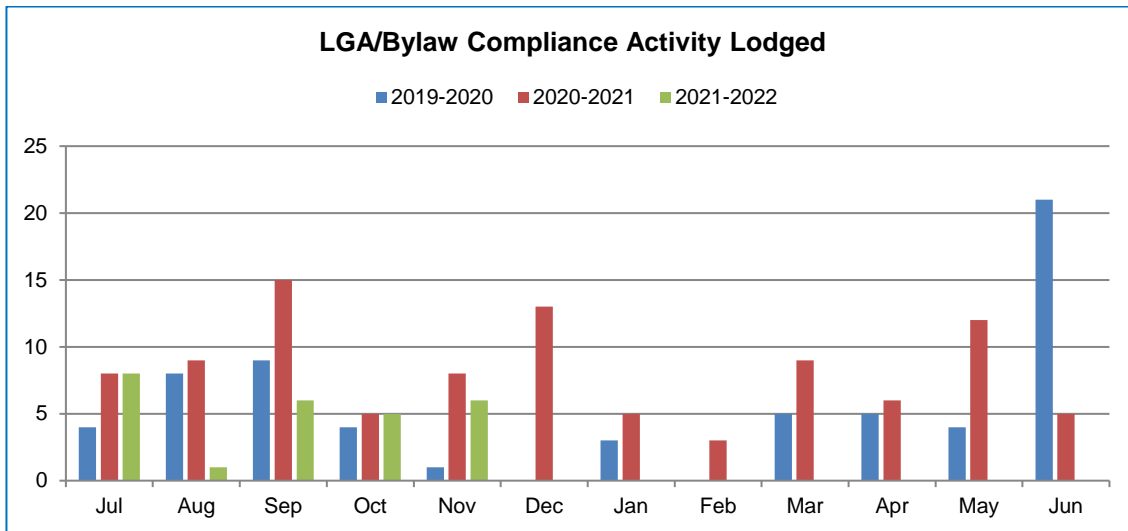
Action taken by First Security officers this financial year

Local Government Act 1974/2002

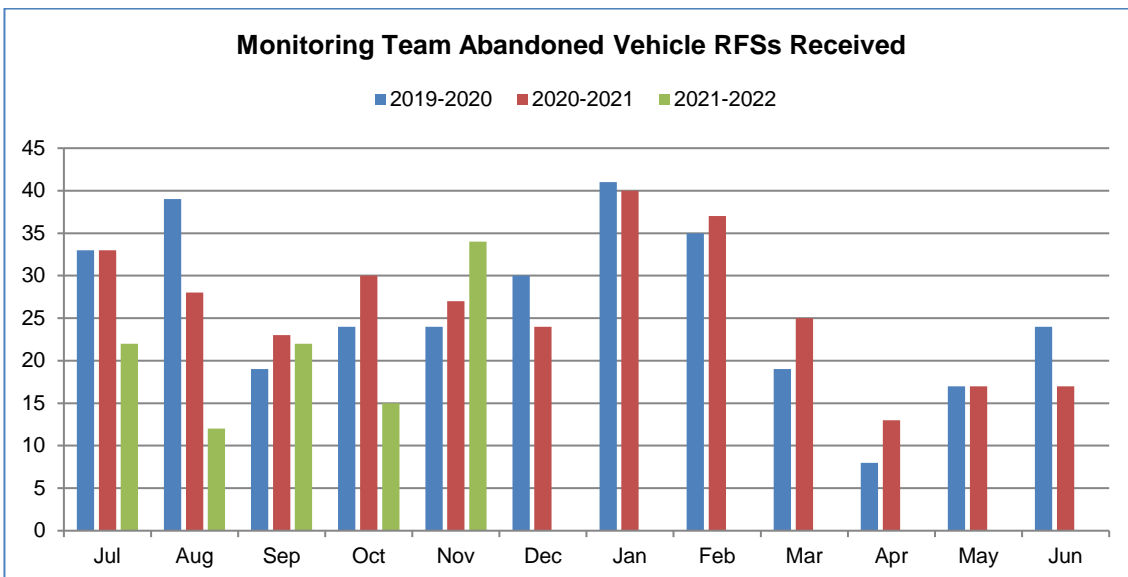
The Local Government Act (LGA) is the legislation behind most of the bylaws administered by the Monitoring team. The LGA can also be used for issues such as encroachments onto public places and roads.



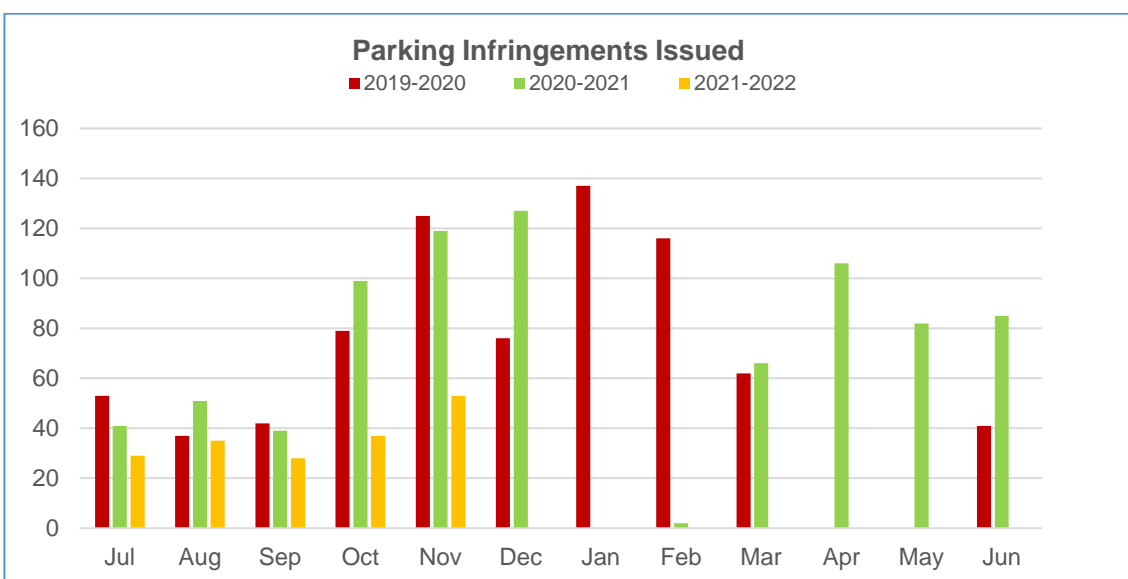
As with the RMA and all other legislation used by the Monitoring team, escalated investigations prompt the creation of an application in the Council system, which allows for the recording of research, evidence etc.

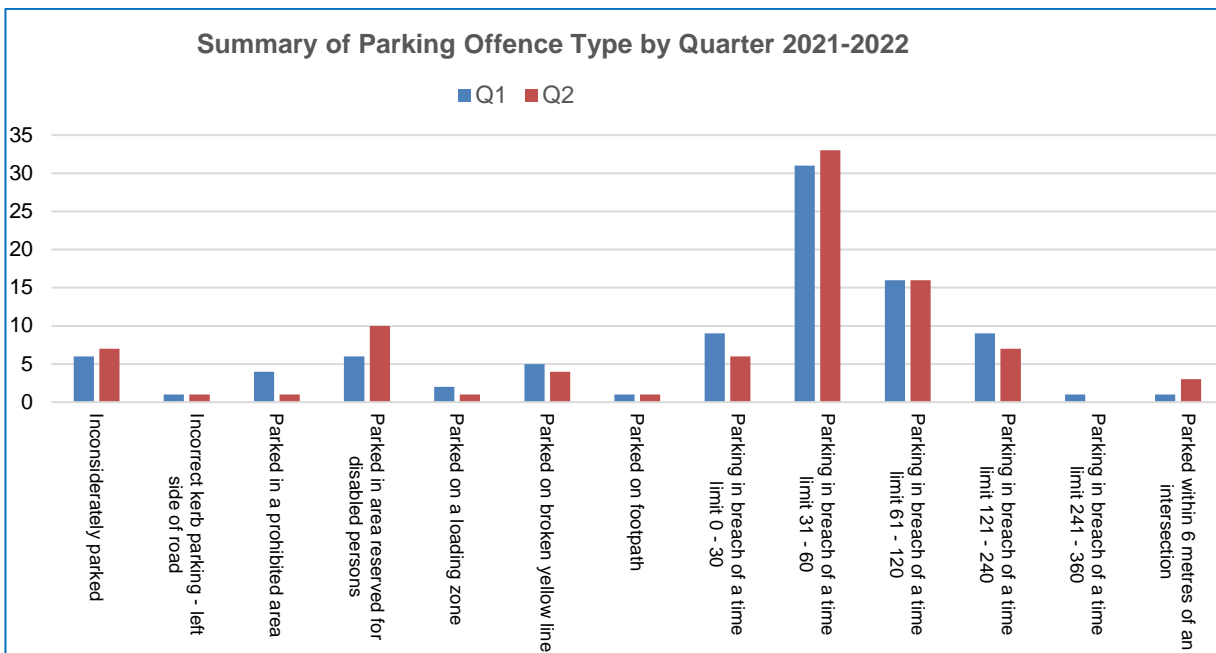
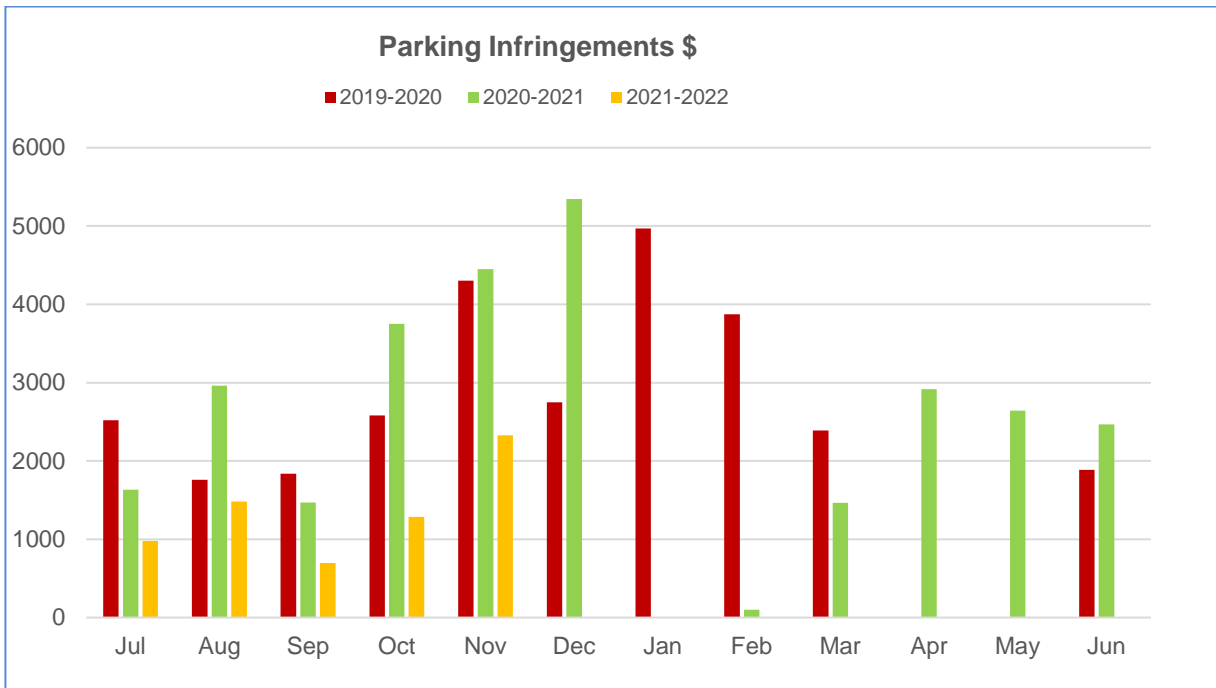


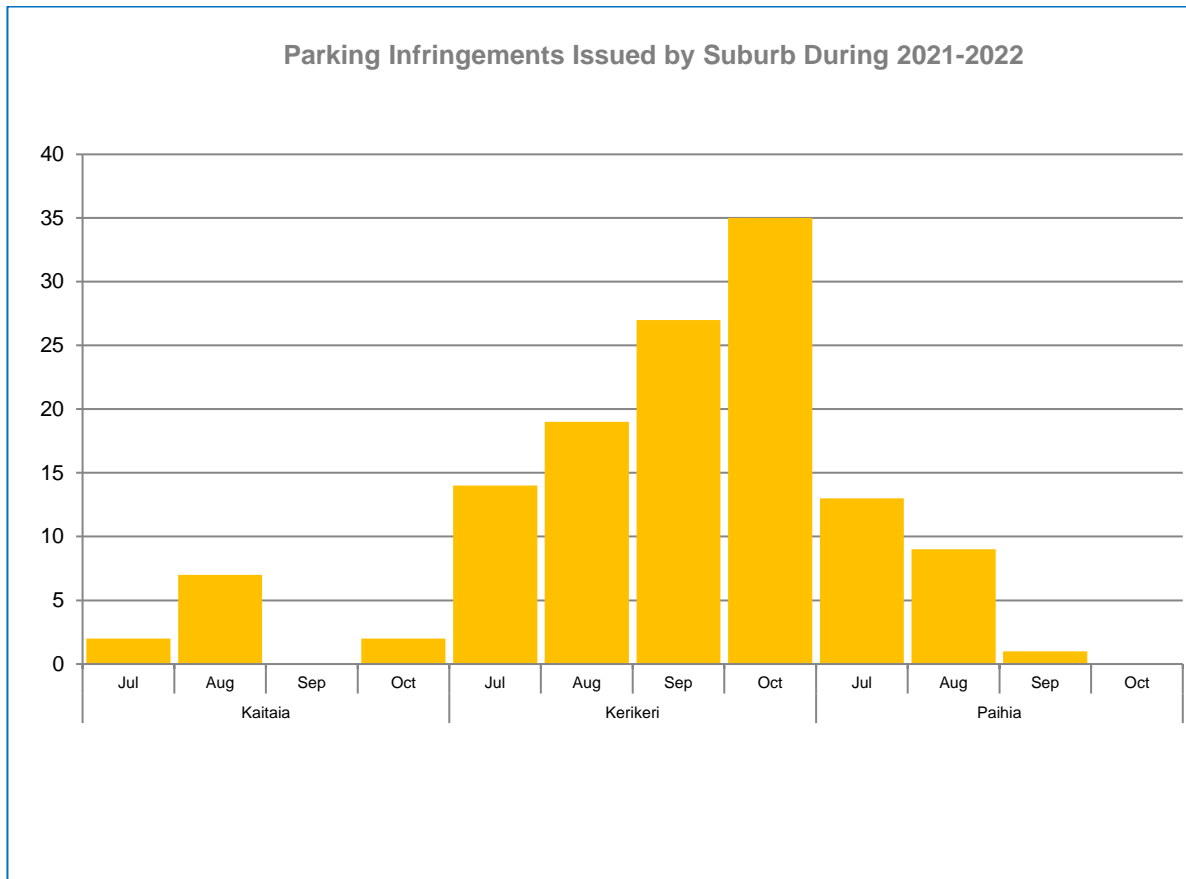
The following graph shows RFSs received for the removal of abandoned vehicles. Section 356 of the Local Government Act 1974 authorises a territorial authority to remove abandoned vehicles under certain circumstances.



Parking

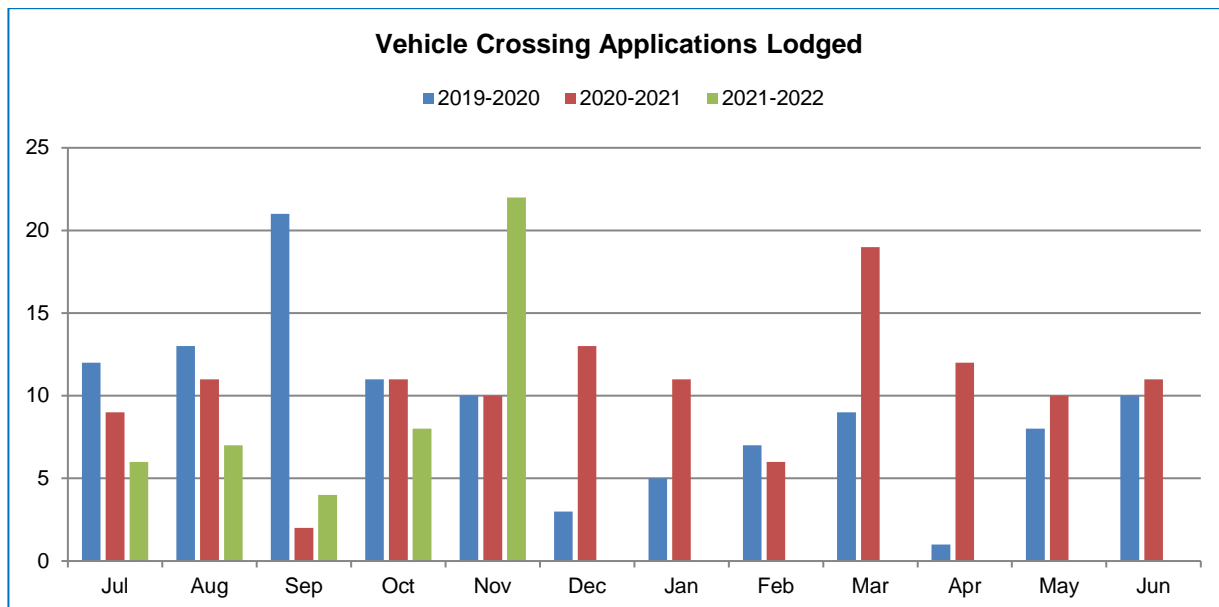






Vehicle Crossing Applications

The Monitoring team has contracted out the management of vehicle crossing applications to Haigh Workman.



Animal Management

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 the animal management team is to reduce the risk of potential negative impacts by encouraging responsible dog ownership and working with farmers to minimise wandering stock.

RFS Responses

315 RFSs were received for Animal Management in November 2021; 58 urgent and 257 non-urgent. There were four RFSs received for dog attacks on people. Animal Management Officers continued to respond to requests within level of service agreed times ($\geq 93\%$) with 97% achieved for urgent responses and 98% for non-urgent responses.

Registration Follow Ups

November saw approximately 1,000 dogs in the system which were followed up. This reduced the number for the first phase of this follow-up activity to 937. The first phase has focused on making phone calls to determine the current status of the dog (whether it is still alive and its ownership).

The process for updating the registration status of dogs is through either attending a property in response to an RFS and discovering unregistered dogs or by cold calling on properties. In this process an NTR (Notice to Register) will be issued to a dog owner as a prompt to get their dog registered. Officers may give the dog owner a period to meet this requirement. However, if the dog remains unregistered, an infringement notice of \$300 is issued. If registration is paid within a specified timeframe, the infringement is waived. Unfortunately, continued non-compliance does result in infringements being sent to the Courts which results in potential seizure of the dog.

Impounded Dogs

17 dogs were impounded in November resulting in two being claimed by their owners, three dogs taken by a Rescue Group and five being adopted out to new homes. There were eight dogs euthanised in November due to not being claimed by an owner and not meeting criteria to be rehomed.

Dog Adoptions

Five dogs were successfully adopted to new homes and these were placed out as follows:

- 1 within the Far North District
- 1 to Napier
- 1 to Palmerston North
- 1 to Whangarei
- 1 to Auckland

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. The Environmental Health Services team are responsible for the administration and enforcement of these obligations.

The Environmental Health Services (EHS) team 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:** 100% **Last Month:** 100% **Last Year:** 92%

During November 2021, 30 verifications were scheduled, and all 30 verifications were completed.

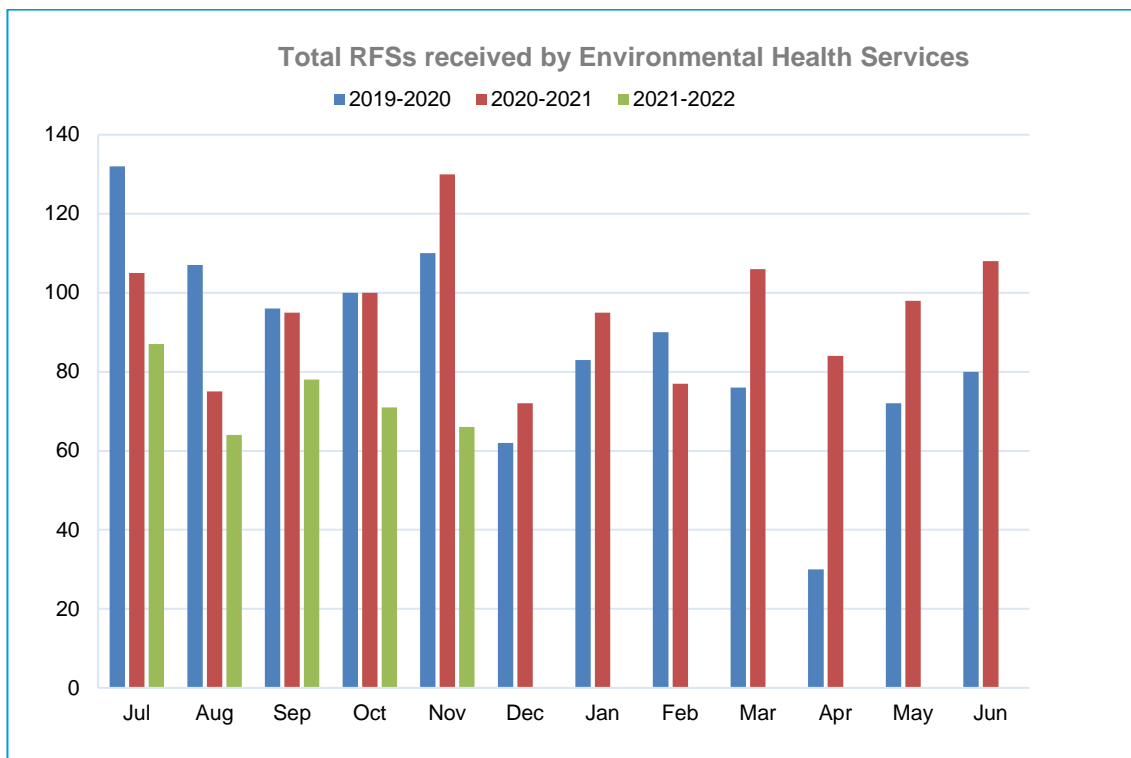
Level of service 8.4.1. All licensed premises are visited for Host Responsibility inspections at least once every four years.

Target: ≥25% **This Month:** 34.3% **Last Month:** 18% **Last Year:** 100%

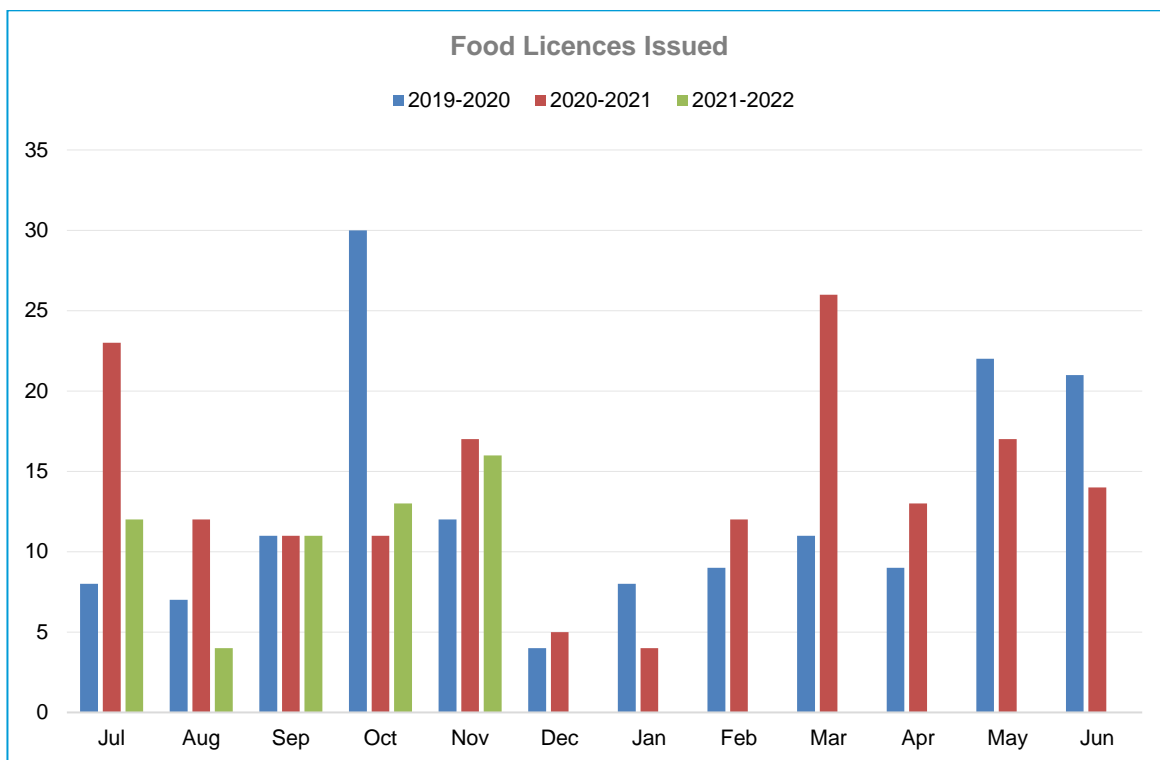
At present there are 258 licensed premises in the Far North district. 25 of these premises hold more than one alcohol licence and therefore will be visited on one occasion rather than separate visits, which will mean that the EHS team will complete 233 visits during 2021-2022.

During November 2021, 38 visits were completed by the EHS team. For the remainder of this reporting year there is a total of 153 visits to complete.

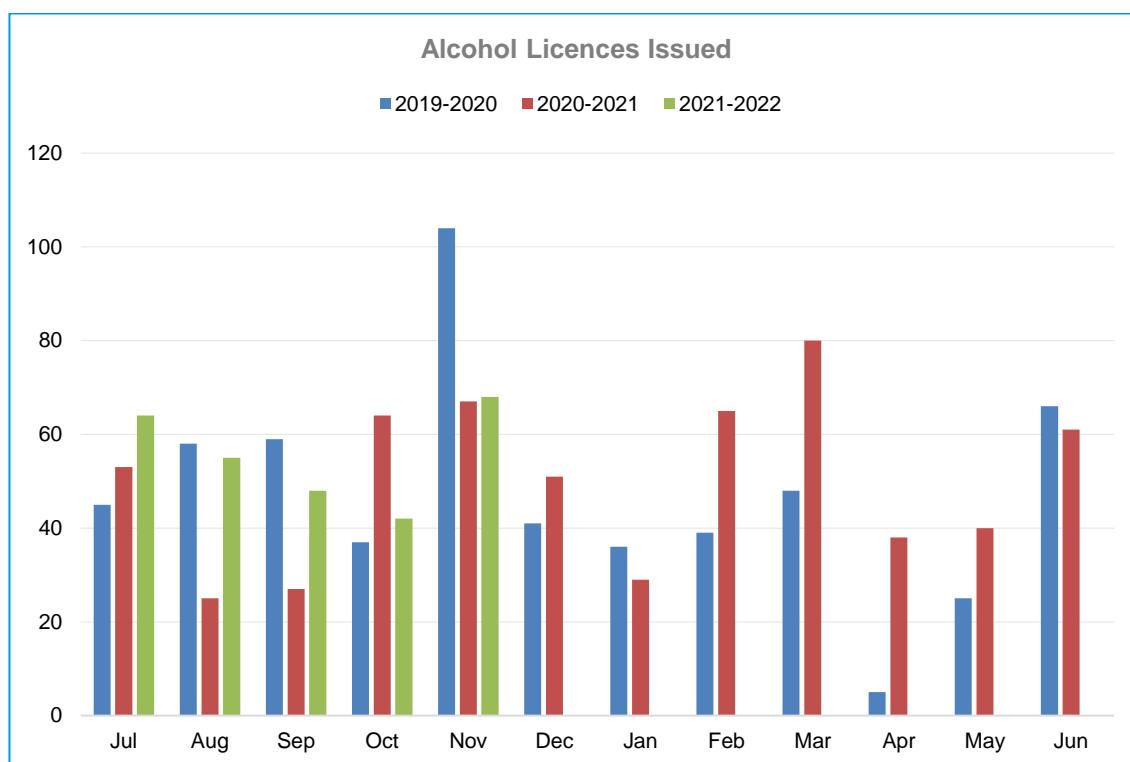
Requests for Service



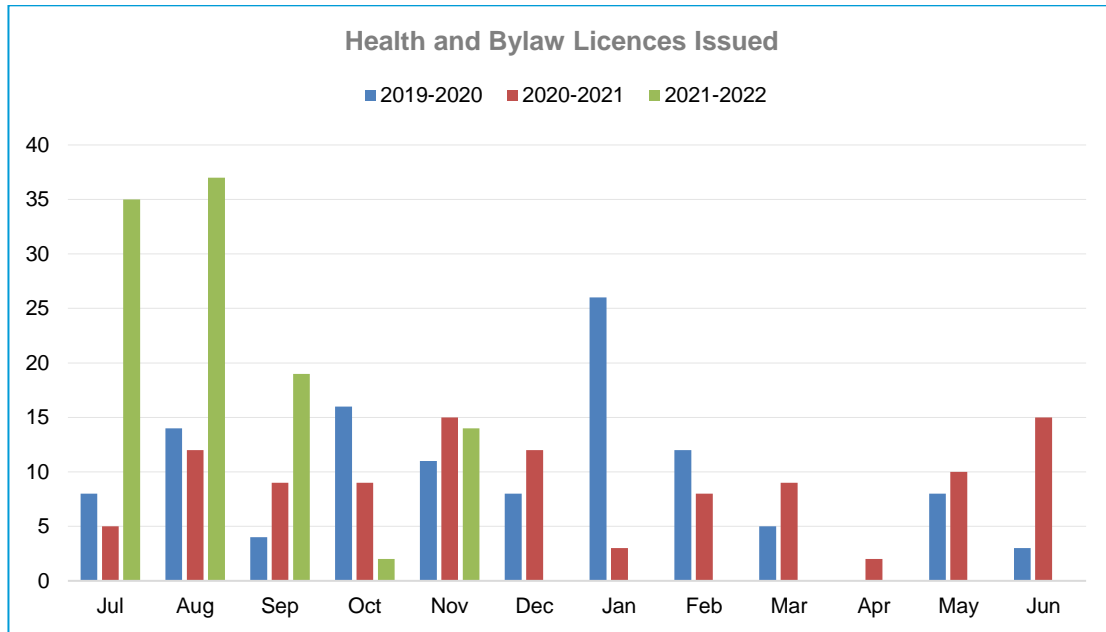
Food Registrations Issued



Alcohol Licences Issued



Health Licensing and Bylaw Approvals



From February 2021, the EHS team has taken over the responsibility (from the Compliance Monitoring team) to process approvals for alfresco dining, street stalls, hawker, site permits and mobile shops; this to achieve greater alignment with the work historically completed by the EHS team.

In order 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 on a daily basis 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.

During November 2021, the EHS team completed 1 alfresco dining inspection.

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.

During November 2021, the EHS team carried out 14 health inspections across the district.

The EHS team will commence foot patrols across the district between 1 October 2021 – 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.

Lifting our Gaze

On 18 November 2021 the EHS team published its first edition "Summer Alcohol Licensing Newsletter". A copy of it can be found on the Council's website at the following link [Alcohol Licensing Summer Newsletter](#). The team hope to deliver key messages and information to licensed premises and the public in quarterly newsletters.