

**DISTRICT SERVICES  
MONTHLY  
BUSINESS REPORT**



**November 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, Event application 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.



The District Services Monthly Business Report provides a summary of key highlights and noteworthy trends for the month of November 2022.

## Community and Customer Services

### Ask Nicely Customer Experience

# 4.27

01 Nov 2022 - 30 Nov 2022

Company — Rating Target: 4.00 --



TOTAL RESPONSES  
15

SATISFIED  
13

NEUTRAL  
0

NOT SATISFIED  
2

SURVEYS SENT  
365

RESP. RATE  
4.1%

There has been a small CSAT decrease of 0.11 compared to November 2021, for Community and Customer Services activities. Of the not satisfied (2), one was a Housing for the Elderly query which was resolved and the other was a Library query which had no customer details to follow up with. Every effort is made to resolve customer enquiries.

### Libraries and Museum

Libraries checkouts continue to hover near the 30,000 per month, a positive trend after two years of service interruptions. Self-check use across the library network was above 60% of all checkouts for the first time.

The Museum team uploaded the 500<sup>th</sup> item into their digital collection.

## **i-SITES**

The i-SITES have been busy over the last month. Cruise ships in the Bay of Islands have brought passengers to the town as well as Russell. There have been a lot of international visitors from all over the world who do not have firm plans so this has given the i-SITE an opportunity to sell the area and the region. There are still companies that are not up and running to their full service yet, but more and more are starting up again particularly on cruise ship days. The market in the Village Green is very popular and has quality items for sale. Retail has been going well in all three i-SITES. There is strong local support as well as visitors purchasing. The Hokianga i-SITE has a lot of locally made product which is very popular.

## **Customer Care**

The number of calls resolved at first point of contact has increased this month by nine percent compared to November 2021. Contact Centre staff numbers have temporarily reduced as two staff are caretaking the Housing for the Elderly CSO role and the Community Facilities (burials/events) role until recruitment is completed.

The Christmas rush is just starting as customers are now rushing to book / lodge / apply / request before the close of business on December 23.

## **Housing for the Elderly**

The Housing for the Elderly council officer has moved into a different role within council. The role is currently being recruited and it is anticipated that it will be filled in January 2023.

## **Events**

Council received three applications for events in November. Two are for the Bay of Islands/Whangaroa Ward. The third application is for Cruz n the Bayz, a classic car road trip which will stop at several reserves and townships in the Bay of Islands/Whangaroa and Kaikohe/Hokianga wards.

## **Cemeteries**

There were three ash burials and three full burials across the district in November. Plot reservations continue to be received and processed. There were 15 Certificate of Titles created for fully paid plot reservations.

## **Building Services**

At the end of November, the BCA completed another year of high performance. Building Consent and Code Compliance Certificate compliance for the year are 99.85% and 99.67% respectively, while the challenge is to obtain 100%. Average working and calendar days for building consents are 10 and 26 days, whereas code compliance certificates are 6 and 19 days.

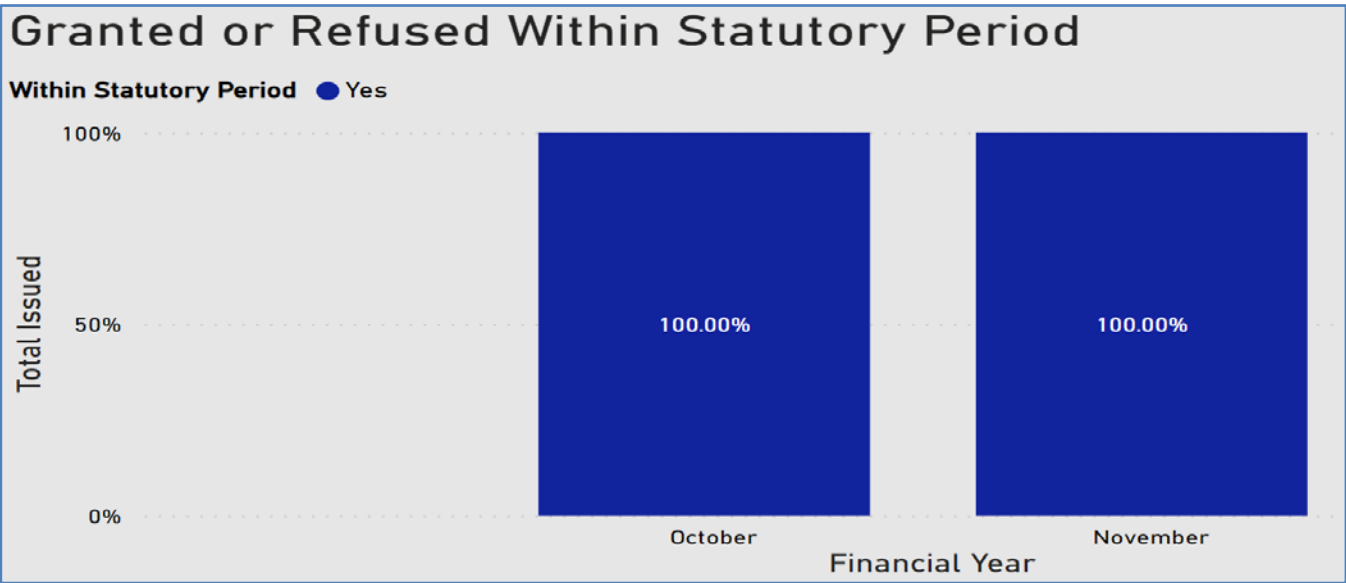
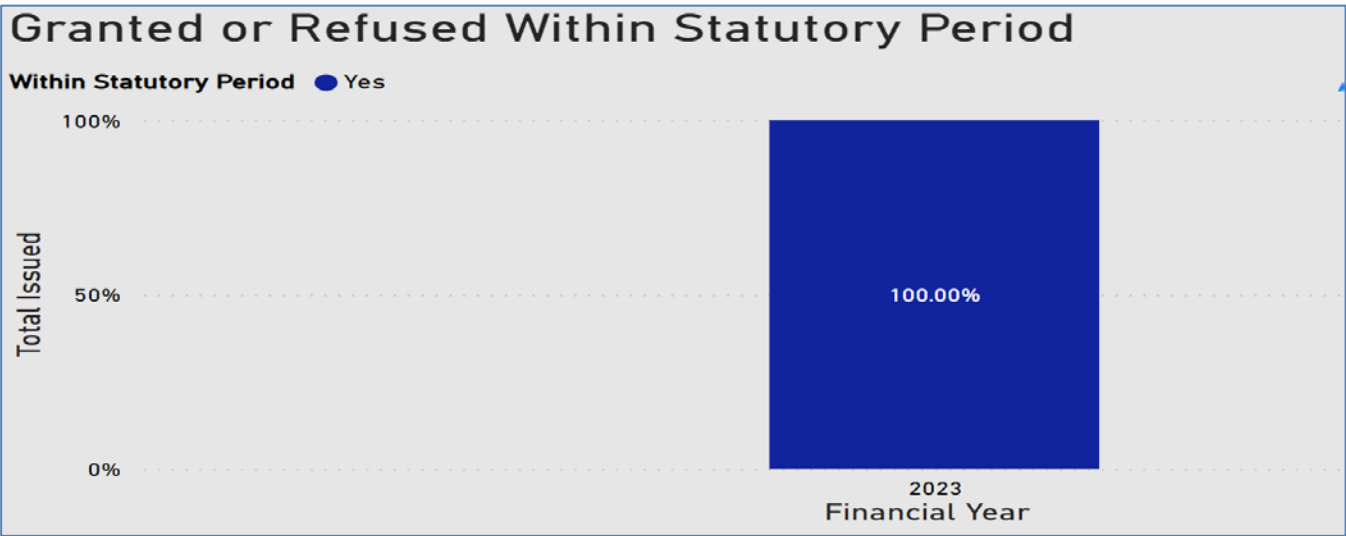
The BCA has completed the IANZ audit and has cleared all but 3 of the remaining GNC's relating to compliance schedules, training and 24-month decisions lapsing. These will be completed in the new year.

The building controls industry is facing an unprecedented shortage of staff, with experienced staff shopping around for the most favourable employment conditions. On-going performance for the BCA will depend on its ability to attract and retain experienced staff.

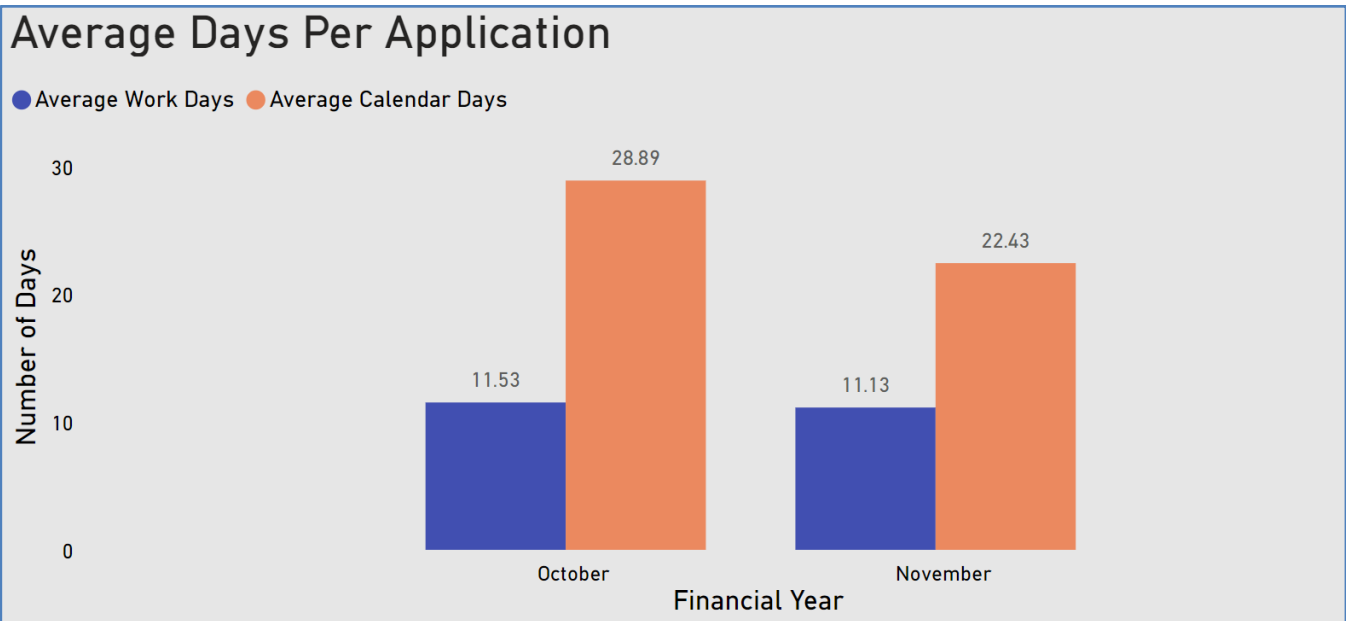
## **Building Consent Authority**

### **Levels of Service**

Building consent processing has achieved 100% for the 2023 Fiscal Year. 100% compliance was achieved for the month of November with 110 consents being granted.

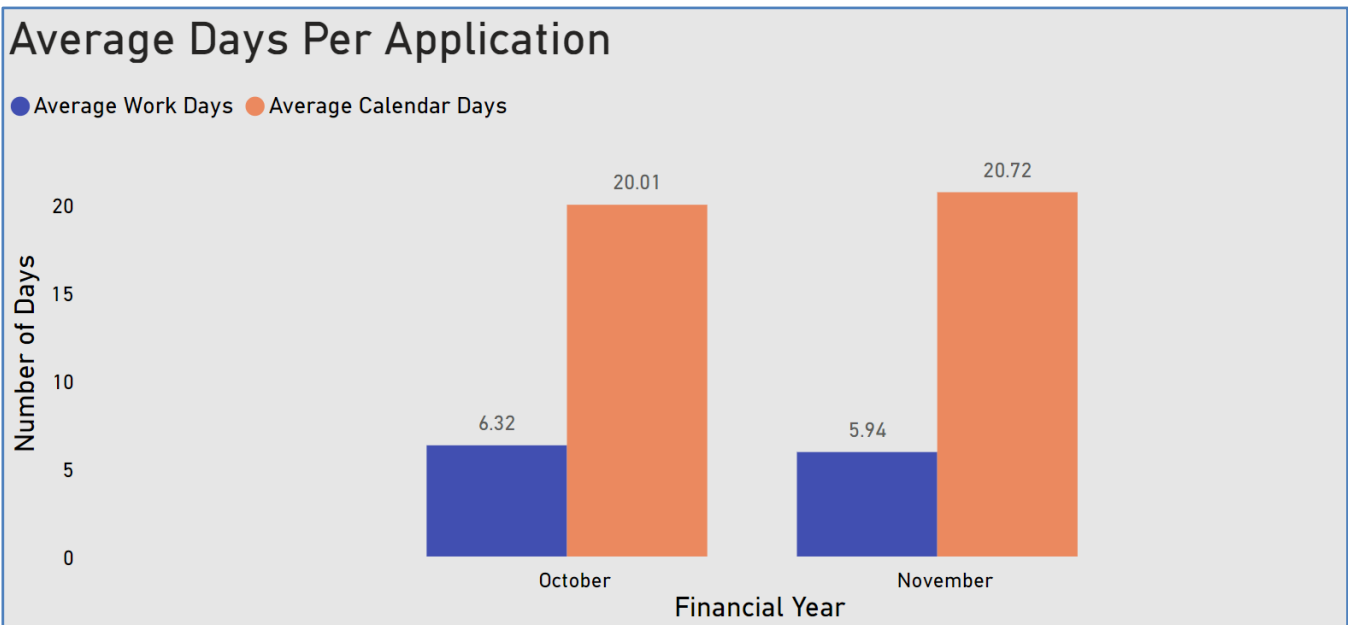
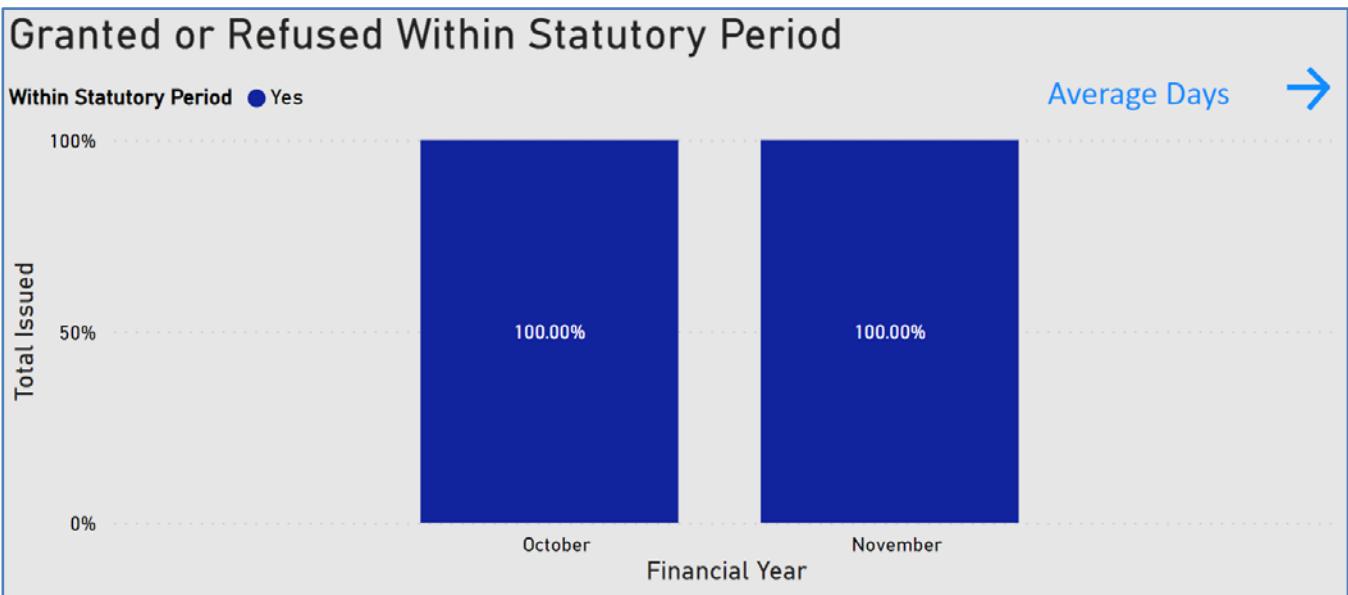
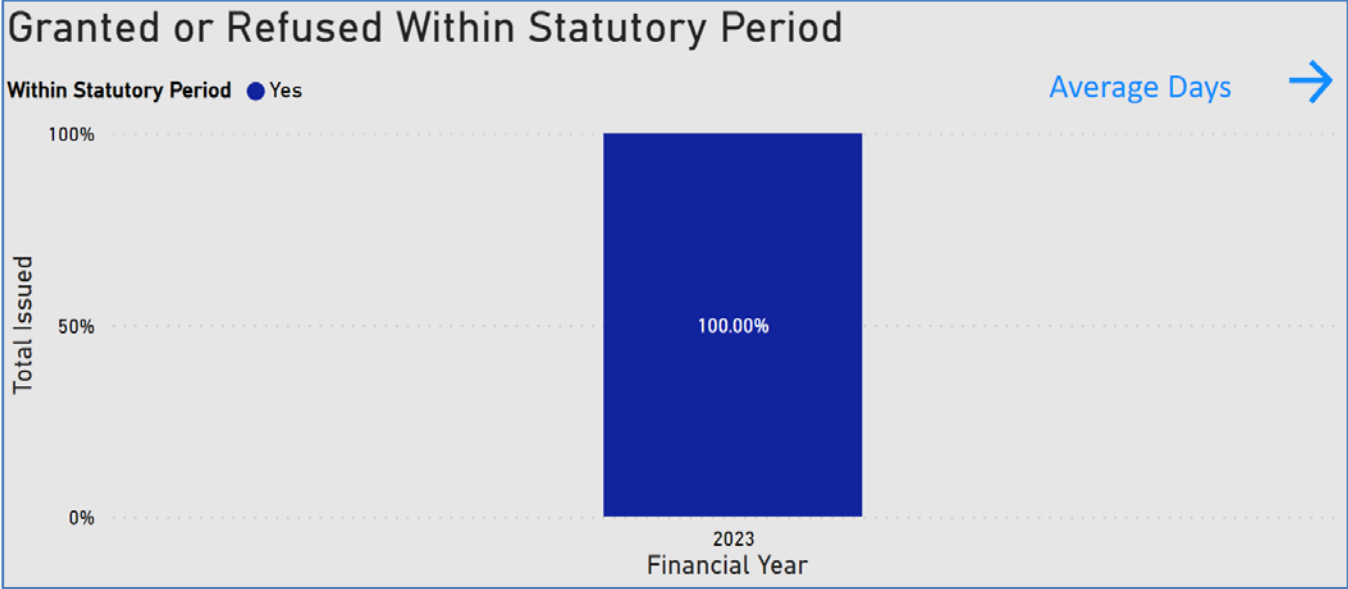


In November statutory days and calendar days to issue a building consent has settled.

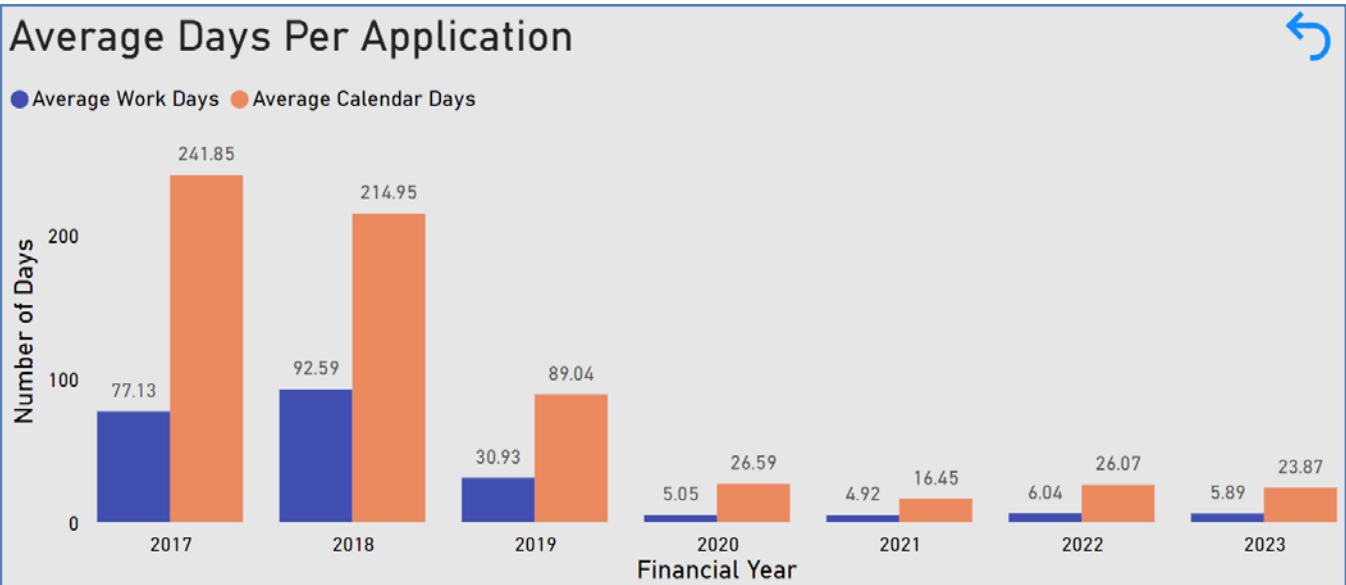


The BCA has achieved a 100% compliance rate for the month of November for issuing code compliance certificates. A total of 84 certificates have been issued.

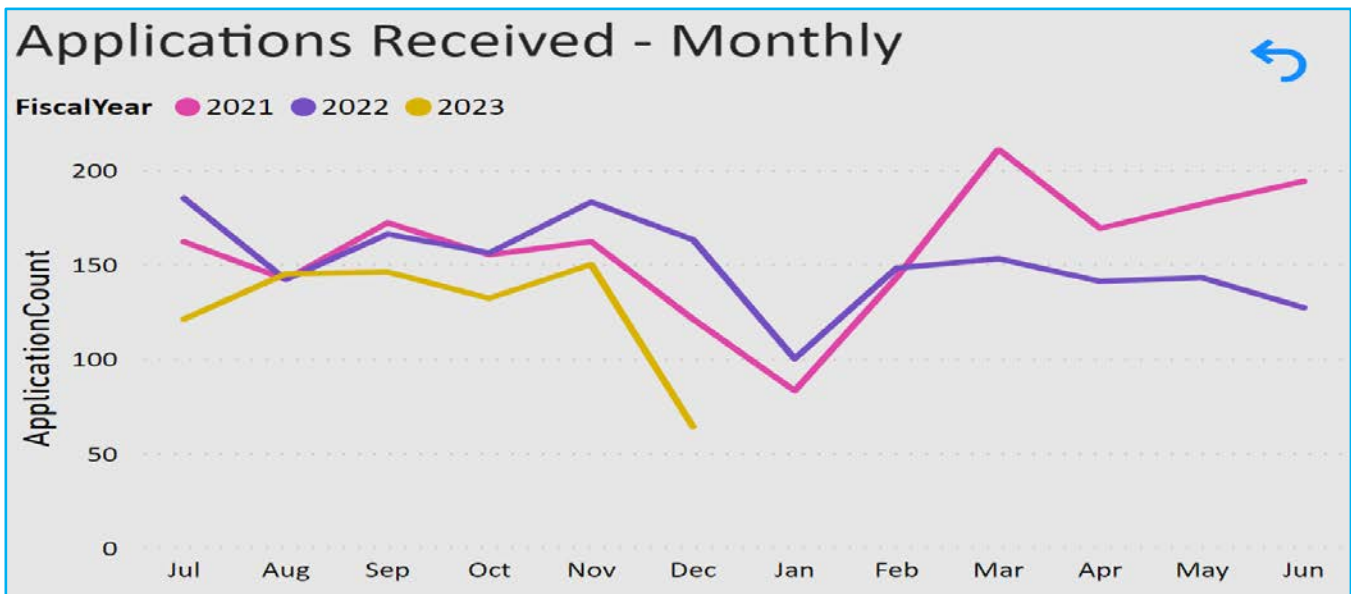
The overall compliance for 2023 is 99.67%



The BCA's performance in issuing Code Compliance Certificates illustrates continuous improvement. This is due to administrative procedures being reviewed and greater efficiencies being achieved.



Received consents are currently tracking below the last couple of years which is likely due to current financial constraints (interest rates and inflation).



## Environmental Services

### Resource Consents

In November the Resource Consent team cleared the backlog of unallocated applications. Currently applications are being allocated on one to two working days. The elimination of the backlog has been achieved with reduced numbers of applications received since July, increased internal staffing and the assistance of external consultants.

With the clearance of the backlog, the increase in internal (additional FTEs) and external capacity in both planning and engineering will, in the next several months, enable council to return to processing within statutory timeframes.

Decision making by delegated authority has now become a pinch point as the large volume of applications move through to the decision stage of the process. Over the past 6 months the increased processing capacity created by additional consultants and new staff is now resulting in a need for additional capacity to review and signoff by delegated authorities. To address the large volume of applications now reaching decisions, Team Leaders freed up from allocations and the Senior Planner are reviewing and signing decisions. The Team has also engaged a

highly experienced consultant Planning Director to review decisions and has also engaged an Independent Hearings Commissioner to review and sign off decisions.

In November the Team issued 99 decisions under the RMA and LGA. Of the 99 decisions, 61 were applications required to comply with statutory timeframes and recorded by the Ministry for the Environment (MfE). 56 consents were outside statutory timeframes and 5 consents within statutory timeframes, resulting in 8.20% compliance rate.

115 applications were received which consisted of 59 applications under the Resource Management Act 1991 (RMA), reported as part of statutory timeframes. The remaining 56 were applications under the RMA (non-statutory), the Local Government Act (LGA), the Sale and Supply of Alcohol Act 2012, and RMAEPA (RMA Engineer Post-Approval) applications.

## **Monitoring and Compliance**

Monitoring and Compliance received 140 Requests for Service (RFS) in November 2022, 6 less RFS than the previous month.

A total of 55 noise complaints were received and responded to during the month, 11 less than the preceding month. Response times of 65% were achieved for urban area. There was only one RFS received for the rural area, where the response time was not met giving a 0% response time.

There was a total of 70 parking infringements issued in November. 26 of these infringements were for vehicles showing no evidence of a current Warrant of Fitness. In addition, there were 32 infringements issued to vehicles with no current vehicle licence (registration). This follows the agreed revised approach focusing on registration expired over two months.

## **Environmental Health**

A total of 32 Food Verification audits were completed in November 2022.

During November 2022, 16 good host visits were completed by Environmental Health Services (EHS). 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 81 Requests for Service (RFS) were received by Environmental Health in November, an increase of 8 from the previous month.

## **Animal Management**

438 RFS were received for Animal Management in November 2022, 50 urgent and 388 non-urgent.

46 dogs were impounded in November, resulting in 20 being claimed by their owners, 12 taken by a Rescue Group and 2 being adopted out to new homes. A total of 24 dogs were euthanised in October due to not being claimed by an owner and not meeting the criteria to be rehomed.