

# SOUTH WAIRARAPA DISTRICT COUNCIL

18 MAY 2016

## AGENDA ITEM D1

### PLANNING AND ENVIRONMENT GROUP

#### Purpose of Report

To update Councillors on the activities of the Planning and Environment Group and work progress against Annual Plan performance measures.

#### Recommendations

Officers recommend that the Council:

1. *Receive the information.*

## 1. Resource Management

### 1.1 Resource Management Act - District Plan

*SERVICE LEVEL – Council has a Combined District Plan that proves certainty of land-use/environmental outcomes at the local and district levels.*

RESOURCE MANAGEMENT KEY PERFORMANCE INDICATORS	TARGET 2015/16	YTD RESULT	COMMENT SOURCE, AND ACTIONS TAKEN TO ACHIEVE TARGET
Ratepayers and residents satisfied with the image of the closest town centre shown as "satisfied"	72%	92%	NRB 3 Yearly Survey
The district plan has a monitoring programme that provides information on the achievement of its outcomes (AER's)	Yes	-	Work has begun to change how data is recorded and stored in NCS so as to enable more effective reporting against AER's in WCDP.

In the last report to Council issues which have arisen when processing LIM's were briefly discussed. The case involving the Wairarapa faultline has subsequently led staff to undertake more detailed investigations.

Consequently it has been found that the provisions of the WCDP which are used to identify fault alignments (which then regulate landuse activities on affected sites) need to be reviewed to ensure the information is accurate relative to the most up to date scientific information which Council uses (and has used "unofficially" for some time) when processing LIM's.

While this discrepancy has not affected the accuracy of information disclosed in LIM's, it has raised another problem. Council regulates landuse where the WCDP identifies a faultline exists.

Work carried out to date indicates an update to the WCDP is required. This work has however not been funded / anticipated prior to the recent problems which have led to it being uncovered.

## 1.2 Resource Management Act - Consents

*SERVICE LEVEL – All resource consents will be processed efficiently.*

RESOURCE MANAGEMENT KEY PERFORMANCE INDICATORS	TARGET 2015/16	YTD RESULT	COMMENT SOURCE, AND ACTIONS TAKEN TO ACHIEVE TARGET
Consent applications completed within statutory timeframes	100%	96.77%	NCS
s.223* certificates issued within 10 working days	100%	100%	NCS (manually corrected as on-hold times not recognised by NCS)
s.224* certificates issued within 15 working days of receiving all required information (note no statutory requirement)	85%	100%	NCS

Council received 15 applications between the 4<sup>th</sup> of April and the 4<sup>th</sup> of May 2016 (average per month 8-9 over last 3 years). Along the high number of other applications already in the system, the pressure of affidavit preparation for the judicial review case and with staff in the planning team taking annual and sick leave recently, the processing of resource consents has come under severe pressure.

This has impacted in turn on the processing of PIM's and LIM's. The delays in processing PIM's have then impacted on the performance of the building team as they have to complete the PIM process and issue the Building Consent, often on the very last day this can be legally done.

Consequently, we are contracting out a group of resource consents for external processing. By doing this, staff are freed up to deal with the PIM's (and LIM's). Once the "backlog" is dealt with, we expect to be able to maintain services at a more acceptable level of performance.

Officers provide detailed information as part of regular updates, subject to data availability, on all consents direct to Council and Community Board members, so this information is not listed here.

## 1.3 Reserves Act – Management Plans

*SERVICE LEVEL – Council has a reserve management plan programme.*

RESOURCE MANAGEMENT KEY PERFORMANCE INDICATORS	TARGET 15/16	YTD RESULT	COMMENT SOURCE, AND ACTIONS TAKEN TO ACHIEVE TARGET
Council maintains and updates reserve management plans as required.	1	0	No action required

## 1.4 Local Government Act – LIM's

*SERVICE LEVEL – Land Information Memoranda: It is easy to purchase information on any property in the District.*

RESOURCE MANAGEMENT KEY PERFORMANCE INDICATORS	TARGET 15/16	YTD RESULT	COMMENT SOURCE, AND ACTIONS TAKEN TO ACHIEVE TARGET
My LIM contains all relevant accurate information (no proven complaints)	-	-	No complaints received to date. All information provided to applicants as required by LG Act.
My non-urgent LIM is processed within 10 days	100%	100%	All processed within statutory timeline.

TYPE	YTD 1 JULY 2015 TO 30 APRIL 2016	PREVIOUS YTD 1 JULY 2014 TO 30 APRIL 2015	PERIOD 23 MARCH 2016 TO 30 APRIL 2016	PREVIOUS PERIOD 23 MARCH 2015 TO 30 APRIL 2015
Standard LIMs (Processed within 10 working days)	179	109	33	17
Urgent LIMs (Processed within 5 working days)	54	95	14	19
<b>Totals</b>	<b>280</b>	<b>240</b>	<b>47</b>	<b>36</b>

As can be seen in the year to date totals, the number of LIM's processed has increased this year as compared to last year (up 17-18%).

The predicted end of year result is 336.

This represents a major increase in work this year which has impacted across the whole Council, as staff from all work areas are involved in providing technical inputs into each LIM.

Since 2012 the increase in LIM applications is also very significant and is as follows; 2012 (180), 2013 (204), 2014 (237), 2015 (294) and 2016 (Est 336), an overall increase of 86%.

Revenue has increased commensurably (forecast at \$80-90,000 for 15/16 year) without any increase in processing costs (staff resources).

This pattern cannot continue indefinitely, especially when increases in other areas (such as alcohol, food and RMA/BA consenting) are taken into account.

## 2. Public Protection

### 2.1 Building Act - Consents and Enforcement

*SERVICE LEVEL - Council certifies all consented work complies with the building code, ensuring our communities are safe. The Council processes, inspects, and certifies building work in my district.*

PUBLIC PROTECTION KEY PERFORMANCE INDICATORS	TARGET 2015/16	YTD RESULT	COMMENT SOURCE, AND ACTIONS TAKEN TO ACHIEVE TARGET
Code Compliance Certificate applications are processed within 20 working days	100%	100 %	NCS – Continued monitoring of processing days.
Building consent applications are processed within 20 working days	100%	99.65 %	NCS – Continued monitoring of processing days. Due to staff shortages processing contractors have been used to maintain service levels.

<b>PUBLIC PROTECTION KEY PERFORMANCE INDICATORS</b>	<b>TARGET 2015/16</b>	<b>YTD RESULT</b>	<b>COMMENT SOURCE, AND ACTIONS TAKEN TO ACHIEVE TARGET</b>
Council maintains its processes so that it meets BCA accreditation every 2 years	Yes	Yes	Next IANZ review set for January 2016
Earthquake prone buildings reports received	70%	63 %	Currently 143/227 known premises have been addressed. National changes proposed by the Government may result in changes to the numbers of premises affected.

As Council is aware, a successful accreditation review for Council's BCA was completed in late January this year.

Council has now received notice from the Ministry of Business, Innovation and Employment that a review of Council's functions under the Building Act is to take place over 27 June to 29 June this year.

This review by MBIE at this time was unexpected, especially given the very recent IANZ accreditation review.

To now have to cope with the demands generated by this additional review of Council functions seems to staff, to place undue and perhaps unnecessary (especially given the IANZ review results) demands upon staff during a very busy work time.

However, legal notice has been given, so the review will take place.

These reviews focus on Council's functions under the Building Act. These generally include Building Warrants of Fitness (site audits, notices to fix, infringement notices), Fencing of Swimming Pools, Compliance Schedules outside of BC's, and passive fire systems.

These reviews make observations about the adequacy of staff resources relative to the work demand, the systems operated by Council in support of its functions and actual work quality/effectiveness.

During 2016 the Ministry is reviewing 14 Council's nationally and will write and publish, at the end of the year, a report which will summarise its findings and any trends that have been observed so that all TA's can check, adopt or modify their practices as required.

<b>TYPE</b>	<b>NUMBER</b>	<b>VALUE</b>
Commercial (shops, restaurants, rest home – convalescence, restaurant /bar / cafeteria / tavern, motel, commercial building demolition - other commercial buildings)	0	\$0.00
Industrial (covered farm yards, building demolition, warehouse and/or storage, factory, processing plant, bottling plant, winery)	5	\$151,700.00
Residential (new dwellings, extensions and alterations, demolition of building, swimming and spa pools, sleep-outs, garages, relocations, heaters, solid fuel heaters.	39	\$4,116,970.00
Other ( public facilities - schools, toilets, halls, swimming pools)	1	\$800,000.00
Totals	45	\$5,068,670.00

## 2.2 Dog Control Act – Registration and Enforcement

*SERVICE LEVEL – Dogs don't wander freely in the street or cause menace to humans or stock.*

PUBLIC PROTECTION KEY PERFORMANCE INDICATORS	TARGET 15/16	YTD RESULT	COMMENT SOURCE, AND ACTIONS TAKEN TO ACHIEVE TARGET
Undertake public education, school and community visits to promote safe behaviour around dogs and/or responsible dog ownership	3 visits	6 visits	Education programme targeting schools is in progress using the Christchurch City Council Dog Smart programme.
Complaints about roaming and nuisance dogs are responded to within 4 hours	100%	100%	3 incidents are not reported on due to the changes in the afterhours, where wandering/nuisance dogs are not responded to and referred to the following working day. K:\resource\Bylaw Officers\Registers\Animal Control Service request register.xls

INCIDENTS REPORTED	
Attack on Pets	0
Attack on Person	1
Attack on Stock	0
Barking and whining	1
Lost Dogs	4
Found Dogs	1
Rushing Aggressive	1
Wandering	29
Welfare	1
Police Assistance	1
Fouling	1
<b>Total</b>	<b>40</b>

## 2.3 Public Places Bylaw 2012 - Stock Control

*SERVICE LEVEL – Stock don't wander on roads, farmers are aware of their responsibilities.*

PUBLIC PROTECTION KEY PERFORMANCE INDICATORS	TARGET 15/16	YTD RESULT	COMMENT SOURCE, AND ACTIONS TAKEN TO ACHIEVE TARGET
Stock causing a traffic hazard is responded to within 1 hour	100%	100%	K:\resource\Bylaw Officers\Registers\Animal Control Service request register.xls
Council responds to complaints regarding animals within 40 hours	100%	100%	K:\resource\Bylaw Officers\Registers\Animal Control Service request register.xls
Council responds to complaints regarding animals within 48 hours.	100%	100%	K:\resource\Bylaw Officers\Registers\Animal Control Service request register.xls

INCIDENTS REPORTED	TOTAL
Stock	5

## 2.4 Resource Management Act – afterhours Noise Control

*SERVICE LEVEL – The Council will respond when I need some help with noise control.*

PUBLIC PROTECTION KEY PERFORMANCE INDICATORS	TARGET 15/16	YTD RESULT	COMMENT SOURCE, AND ACTIONS TAKEN TO ACHIEVE TARGET
% of calls received by Council that have been responded to	100%	93%	K:\resource\Health\Noise Control Complaints\Year Records 2010-2015.xls

The 93% result reflects problems that were experienced early in this reporting year, with the afterhours callout system. Calls were inadvertently diverted to Citycare, rather than going direct to Councils contractor (Amourguard) on our 0800 number. This has been rectified.

AFTER HOURS NOISE CONTROL COMPLAINTS RECEIVED	YTD 1 JULY 15 TO 30 APRIL 16	PREVIOUS YTD 1 JULY 14 TO 30 APRIL 15	PERIOD 18 MARCH 16 TO 30 APRIL 16	PREVIOUS PERIOD 18 MARCH 15 TO 30 APRIL 15
Total	93	113	13	23

It is pleasing to note that the number of complaints has declined this year by approximately 20%. The reason for this decline is not known.

## 2.5 Sale and Supply of Alcohol Act - Licensing

*SERVICE LEVEL – The supply of liquor is controlled by promoting responsible drinking.*

PUBLIC PROTECTION KEY PERFORMANCE INDICATORS	TARGET 2015/16	YTD RESULT	COMMENT SOURCE, AND ACTIONS TAKEN TO ACHIEVE TARGET
Premises are inspected as part of licence renewals or applications for new licences.	100%	100%	All premises inspected at new or renewal application.
Premises that are high or medium risk are inspected annually, while low risk premises are audited no less than once every three years.	100%	100%	All premises inspected at new or renewal application.
Compliance activities are undertaken generally in accord with the Combined Licencing Enforcement Agencies agreement.	100%	100%	

ALCOHOL LICENCE APPLICATIONS PROCESSED	YTD 1 JULY 2015 TO 30 APRIL 2016	PREVIOUS YTD 1 JULY 2014 TO 30 APRIL 2015	PERIOD 1 MARCH 2016 TO 30 APRIL 2016	PREVIOUS PERIOD 1 MARCH 2015 TO 30 APRIL 2016
On Licence	25	20	2	2
Off Licence	26	22	6	5
Club Licence	6	2	3	1
Manager's Certificate	104	79	21	16
Special Licence	42	39	7	6
Temporary Authority	5	9	3	4
<b>Total</b>	<b>208</b>	<b>154</b>	<b>42</b>	<b>34</b>

Note: Previous YTD and period figures unavailable due to reporting errors with NCS

## 2.6 Health Act - Safe Food

### **SERVICE LEVEL – Food services used by the public are safe.**

PUBLIC PROTECTION KEY PERFORMANCE INDICATORS	TARGET 2015/16	YTD RESULT	COMMENT SOURCE, AND ACTIONS TAKEN TO ACHIEVE TARGET
Premises have appropriate FMP in place and meet the risk based standards set out in the Plan.	100%	100%	NCS data
Premises are inspected in accord with regulatory requirements.	100%	100%	NCS data

Progress has been made with the installation of the new NCS based processing module for Template Food Control Plans which Council is legally required to process.

The system is due for final configuration and testing in the next few weeks and then training of users will follow.

With the departure of the Team Leader, many aspects of this transition process have slowed. Staff have been required to focus on more immediate tasks such as dealing with applications (for alcohol licences etc) subject to statutory timelines for completion as well as enquiries.

The new Team Leader starts on May 9. Although well qualified to undertake the type of work covered by the Team Leader role, a lack of experience of New Zealand systems/laws and Council's means, that a familiarisation process, will be required to be followed. This will take some months to complete.

### **2.6.1. Bylaws**

4 litter complaints were received. No long grass notices were issued and 21 letters regarding overgrown trees and hedges were issued. 5 abandoned vehicles were reported. 6 general complaints were received.

Contact Officer: Murray Buchanan, Group Manager, Planning and Environment