

Long Term Plan 2021-31

Activity Plan

Regulatory Compliance and Licensing

Adopted 21 & 23 June 2021

Approvals

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1. What does this activity deliver?

The grouping of services under this Activity relate to the regulatory functions for the statutes that have been delegated to Council to administer via Local Government New Zealand.

- **Animal Management Services** are responsible for the administration and enforcement of the Dog Control Act 1996, the Christchurch City Council Dog Control Bylaw 2016 (which includes the general control of dogs within the city), the Christchurch City Council Stock Control Bylaw 2008 and the Impounding Act 1955 (which includes the general control of stray and wandering stock).

This service maintains the Registration records for 40,000 dogs across the city and responds to 578 priority 1 and 6341 priority 2 complaints relating to dog matters per annum.

Annually we respond to 75 stock associated incidences and provide the care and welfare of 682 dogs impounded in the Council Dog Shelter on an annual basis. Education programmes are delivered in schools with the aim of educating future dog owners of their responsibilities and therefore preventing dog related offences occurring.

- **Compliance and Investigation services** are conducted across a range of statutes including the Resource Management Act 1991, the Building Act 2004, Local Government Act 2002 and the Litter Act 1979. This area also incorporates compliance activities relating to Council Bylaws such as the Cleanfill and Waste Handling Operations Bylaw 2015, Brothels (Location and Signage) Bylaw 2013, Freedom Camping Bylaw 2015 and Public Places Bylaw 2008.

On average over 2800 complaints are received annually relating to these statutes. 21 Cleanfill sites are licensed this year and are scheduled for inspection on a 3 monthly basis. 2884 swimming pools are due for inspection over the next three years to ensure compliance with the Building Act.

During 2019-20:

- 2830 complaints were received relating to alleged offences under these statutes, 467 of these related to the Resource Management Act
- 3146 individual Resource Consents were monitored for compliance with their conditions
- 30 infringements were issued under the Resource Management Act in relation to non-compliances identified through monitoring and complaint investigation
- 20 infringements were issued under the Building Act in relation to a variety of non-compliances identified through investigations.

- **Alcohol Licensing services** administer under the Sale and Supply of Alcohol Act 2012, on behalf of the Council and the Secretary of the District Licensing Committee, the processing of applications for Alcohol Licences and General Managers' Certificates. The Alcohol Licensing inspectors also carry out enforcement and compliance monitoring of licensed premises in conjunction with the NZ Police and representatives of the Medical Officer of Health.

100% (approx. 120) High risk premises are monitored and inspected annually. Overall in the last year a total of 1924 site inspections were completed by Council inspectors across the 1022 current premises (On, Off, Club) licenses held. A total of 543 premises applications for licences (new/renewals/changes of ownership for on, off, clubs) were applied for and issued annually, and 1870 Managers Certificates (new/renewals) are issued annually and a further 2000 Duty Manager appointments approved, and also 1130 special licences (for events) are issued annually.

- **Environmental Health services** manage and monitor matters of public health, including the abatement of environmental health nuisances, noise control, contaminated land, offensive trades and hazardous substances.

On an annual basis (01/07/2019 – 30/06/2020) we responded to 13,560 noise complaints (12,205 afterhours and 1355 received as CSRs) related matters and 435 Environmental Health, of which 6 were contaminated land, 28 Hazardous substances (27 Asbestos related and 1 P-Lab enquiry) and 401 nuisance related complaints, and technical advice was provided on 1020 consent applications.

- **Food safety services** include licensing and monitoring activities for food premises under Food Act 2014 (which took effect on 1 March 2016), hairdressers and funeral parlours under the Health (Hairdressers) Regulations 1980 and Health (burial) Regulations 1946, and Camping Grounds in relation to compliance with Campground Regulations 1985.

On an annual basis 509 Food Licences are issued and 1250 verifications/monitoring visits are undertaken throughout the city.

- **Regulatory Compliance, Licensing and Registration public advice** is provided for citizens annually via Counter Services approx. 2000 interactions, 2800 phone enquiries and approximately 5000 email enquiries.

2. Community Outcomes – why do we deliver this activity?

	Community Outcomes	Describe in 2-3 sentences how the activity effects the Community Outcome
Primary Outcome	Safe and healthy communities	The Council has wide-ranging responsibilities for keeping its communities safe and healthy, many specified by legislation. This activity plays a key role in supporting our progress towards this outcome, by carrying out compliance monitoring activities and responding to reports of potential breaches or incidents with respect to dog control, alcohol licensing, food safety, environmental health, resource management, building and various Council bylaws.

Note the performance measures and targets used to measure the difference the activity makes for the community outcomes is in the Level of Service table in Section 5.

3. Strategic Priorities – how does this activity support progress on our priorities ?

Strategic Priorities	Activity Responses
Enabling active and connected communities to own their future	Regulatory compliance ensures a safe and healthy environment for community activities and events by monitoring food safety and applying interventions to mitigate or minimise alcohol harm related activities.
Meeting the challenge of climate change through every means available	Regulatory compliance supports the longevity and sustainability of our city’s environment and the challenges of climate change by monitoring conditions of resource consents, responding to complaints and providing compliance advice and education on Resource Management Act and Building Act related matters.
Ensuring a high quality drinking water supply that is safe and sustainable	Regulatory compliance helps protect our water supply by monitoring issues that involve contaminated land and ensure that material which is excavated is disposed of safely and not into areas where pollution of the aquifers could occur.
Accelerating the momentum the city needs	Regulatory compliance aims to ensure resource consents and licenses are adhered to; and that compliance, monitoring and enforcement activities are consistent and proportional. We ensure compliance with a number of city bylaws which support social harmony and the achievement of shared community outcomes, via the bylaws the Council adopts.
Enabling active and connected communities to own their future	Regulatory compliance ensures a safe and healthy environment for community activities and events by monitoring food safety and applying interventions to mitigate or minimise alcohol harm related activities.

4. Increasing Resilience

Regulatory compliance and licensing activities ensure compliance with a range of laws and regulations that achieve beneficial community and environmental outcomes. These activities contribute to the overall resilience of the city by helping to ensure that individuals and organisations meet their regulatory responsibilities for the public good; and ensuring the community is well placed to address the impact of shocks (such as earthquakes) to infrastructure and stresses to population health and wellbeing.

A current example of how this is being achieved is the earthquake-prone buildings project which is being progressed in partnership with the Building Services Unit. The Building (Earthquake-prone Buildings) Amendment Act 2016 introduced major changes to the way earthquake-prone buildings are identified and managed. The system is consistent across the country and focuses on the most vulnerable buildings in terms of people's safety. It categorises New Zealand into three seismic risk areas and sets time frames for identifying and taking action to strengthen or remove earthquake-prone buildings. As a high-risk area, the Christchurch City Council had 2.5 years to undertake assessments, and building owners have 7.5 years to repair high priority buildings. This has resulted in work being required on approximately 200 buildings before 2025. In the central city some of these priority buildings are incorporated in the "Barrier sites" programme but many are not and will require some form of enforcement action where the required work has not been undertaken. Currently there is no funding to support Council undertaking the repairs where owners are unwilling or unable to do so.

A planned approach to addressing this work is underway to minimise disruption, including:

- Communications plan with building owners – alert, inform, warn, enforce.
- Should demolition be required by Council (if owners are unwilling or unable) additional funding and resourcing would be required.

This activity will provide the additional resilience benefits by:

- Improving neighbourhood amenity and the urban streetscape – attracting people and further investment
- Ensuring the affected buildings are safer for people to use or even be nearby
- Checking heritage values are considered, wherever possible.

This piece of work is linked to Level of Service 9.0.3.1 Protect community safety through the timely and effective response to complaints about public safety.

The need for continuity of essential regulatory compliance services during the COVID-19 pandemic response highlighted the intrinsic connection between those services and the resilience of the city. It also emphasised the need for resilience in the provision of those services. This required robust prioritisation processes for complaint response and field activities (dog control, environmental monitoring and freedom camping), meeting fluctuating demand with licensing and registration applications and associated impacts on revenue forecasts and resourcing (alcohol licensing and food safety).

5. Specify Levels of Service

LOS number	C/ M ¹	Performance Measures Levels of Service (LOS)	Historic Performance Trends	Benchmarks	Future Performance Targets				Method of Measurement	Community Outcome
					Year 1 2021/22	Year 2 2022/23	Year 3 2023/24	Year 10 2030/31		
Animal Management										
9.0.1	C	Animal Management Services prioritise activities that promote and protect community safety	2019/20: Not measured 2018/19: 99% 2017/18: 99% 2016/17: 99.3% 2015/16: 97.8% 2014/15: 100% 2013/14: 95.6%	Auckland Council LOS specifies urgent complaints such as dog attacks responded to within one hour (95%)	98% of incidences where there is an immediate public safety risk (aggressive dog behaviour and wandering stock) are responded to within 10 minutes of being reported to Council.	98% of incidences where there is an immediate public safety risk (aggressive dog behaviour and wandering stock) are responded to within 10 minutes of being reported to Council.	98% of incidences where there is an immediate public safety risk (aggressive dog behaviour and wandering stock) are responded to within 10 minutes of being reported to Council.	98% of incidences where there is an immediate public safety risk (aggressive dog behaviour and wandering stock) are responded to within 10 minutes of being reported to Council.	Monthly report received and reviewed that details time compliant received and time officer initiated the complaint	Safe and Healthy Communities
9.0.31	C	Animal Management Services prioritise activities that promote and protect community safety	2016/17: 99.3% 2015/16: 97.8% 2014/15: 100% 2013/14: 95.6%	Auckland Council LOS specifies urgent complaints such as dog attacks responded to within one hour (95%)	98% of nuisance complaints are responded to within 24 hours of being reported to Council.	98% of nuisance complaints are responded to within 24 hours of being reported to Council.	98% of nuisance complaints are responded to within 24 hours of being reported to Council.	98% of nuisance complaints are responded to within 24 hours of being reported to Council.	Monthly report received and reviewed that details time compliant received and time officer initiated the complaint	Safe and Healthy Communities
9.0.14.1	M	Animal Management Services prioritise activities that promote and protect community safety	2019/20: 100% 2018/19: 100% 2017/18: 100% 2015/16: 100% 2014/15: 100%		100% of properties keeping dogs classified as dangerous are	100% of properties keeping dogs classified as dangerous are	100% of properties keeping dogs classified as dangerous are	100% of properties keeping dogs classified as dangerous are	A register is maintained for dogs classified as dangerous. This register is updated with	Safe and Healthy Communities

¹ C/M – Community or Management level of service (LOS)

Community LOS - Previously known as LTP LOS. These are LOS that are community facing and will be published in our Statement of Service Provision.

Management LOS - Previously known as Non-LTP LOS. These are LOS that are measured in the organisation to ensure service delivery.

LOS number	C/M ¹	Performance Measures Levels of Service (LOS)	Historic Performance Trends	Benchmarks	Future Performance Targets				Method of Measurement	Community Outcome
					Year 1 2021/22	Year 2 2022/23	Year 3 2023/24	Year 10 2030/31		
			2013/14: 100% (189 visits)		inspected annually.	inspected annually.	inspected annually.	inspected annually.	compliance visit dates and reported monthly. Compliance requirements are prescribed by section 32 of the Dog Control Act 1996	
9.0.14.2	M	Animal Management Services prioritise activities that promote and protect community safety	2019/20: 100% 2018/19: 100% 2015/16: 100% 2014/15: 100% 2013/14: 100% (189 visits)		100% of properties with dogs classified as menacing are checked for compliance within 60 days of classification.	100% of properties with dogs classified as menacing are checked for compliance within 60 days of classification.	100% of properties with dogs classified as menacing are checked for compliance within 60 days of classification.	100% of properties with dogs classified as menacing are checked for compliance within 60 days of classification.	A register is maintained for dogs classified as menacing. These registers are updated with compliance visit dates and reported monthly. Compliance requirements are prescribed by section 32 of the Dog Control Act 1996	Safe and Healthy Communities
Compliance and Investigations – Building Act, Resource Management Act, Council Bylaws										
9.0.3.1	C	Protect community safety through the timely and effective response to complaints about public safety	2019/20: 100% 2018/19: 100% 2015/16: 100% 2014/15: 100% 2013/14: 100% (77 matters)		100% of all investigations of dangerous building reports are initiated, and identified hazards secured, within 24 hours, 7 days a week.	100% of all investigations of dangerous building reports are initiated, and identified hazards secured, within 24 hours, 7 days a week.	100% of all investigations of dangerous building reports are initiated, and identified hazards secured, within 24 hours, 7 days a week.	100% of all investigations of dangerous building reports are initiated, and identified hazards secured, within 24 hours, 7 days a week.	Dangerous building incidences are recorded via CSR system. Records are updated detailing the time and date of actions taken to “make safe” the site.	Safe and Healthy Communities
9.0.3.2	C	Protect community safety through the timely and effective	2019/20: 100% 2018/19: no incidents		100% of all investigations into reports of	100% of all investigations into reports of	100% of all investigations into reports of	100% of all investigations into reports of	Public safety incidences are recorded via CSR system.	Safe and Healthy Communities

LOS number	C/M ¹	Performance Measures Levels of Service (LOS)	Historic Performance Trends	Benchmarks	Future Performance Targets				Method of Measurement	Community Outcome
					Year 1 2021/22	Year 2 2022/23	Year 3 2023/24	Year 10 2030/31		
		response to complaints about public safety	2017/18: 100%		incidents covered by the Resource Management Act that meet serious risk to public safety criteria are initiated within 24 hours, 7 days a week	incidents covered by the Resource Management Act that meet serious risk to public safety criteria are initiated within 24 hours, 7 days a week	incidents covered by the Resource Management Act that meet serious risk to public safety criteria are initiated within 24 hours, 7 days a week	incidents covered by the Resource Management Act that meet serious risk to public safety criteria are initiated within 24 hours, 7 days a week	The date and time of investigation actions are recorded as an event.	
9.0.28.2	M	Promote safe and healthy communities through education and enforcement of relevant bylaws	2019/20: 95% 2018/19: 95%		95% of compliance investigations are initiated within 3 working days of being reported to Council.	95% of compliance investigations are initiated within 3 working days of being reported to Council.	95% of compliance investigations are initiated within 3 working days of being reported to Council.	95% of compliance investigations are initiated within 3 working days of being reported to Council.	Reports of non-compliance are recorded via CSR system. The date and time of investigation actions are recorded as an event.	Safe and Healthy Communities
9.0.17.0	C	Protect the health and safety of the community by ensuring Resource Management Act activities comply with legislative requirements.	2019/20: 94.8% 2018/19: 100% 2017/18: 100% 2016/17: 100% 2015/16: 95% 2014/15: 100% 2013/14: 100%	Waikato Council LOS specifies the percentage of current land use consents monitored for compliance in the last 2 years	100% of high risk Resource Management Act consents are monitored at least once every 3 months	100% of high risk Resource Management Act consents are monitored at least once every 3 months	100% of high risk Resource Management Act consents are monitored at least once every 3 months	100% of high risk Resource Management Act consents are monitored at least once every 3 months	Resource consents that require monitoring are reviewed and risk rating is assigned. Monitoring activities for high risk consents are recorded via work flow system.	Safe and Healthy Communities
9.0.17.1	C	Protect the health and safety of the community by ensuring Resource Management Act activities comply with	2019/20: 94.8% 2018/19: 100% 2017/18: 100% 2016/17: 100% 2015/16: 95% 2014/15: 100% 2013/14: 100%	Waikato Council LOS specifies the percentage of current land use consents monitored for	95% of clean fill sites monitored at least once every 3 months	95% of clean fill sites monitored at least once every 3 months	95% of clean fill sites monitored at least once every 3 months	95% of clean fill sites monitored at least once every 3 months	Register detailing monitoring cycle for each consent is updated with the date the site is monitored.	Safe and Healthy Communities

LOS number	C/M ¹	Performance Measures Levels of Service (LOS)	Historic Performance Trends	Benchmarks	Future Performance Targets				Method of Measurement	Community Outcome
					Year 1 2021/22	Year 2 2022/23	Year 3 2023/24	Year 10 2030/31		
		legislative requirements.		compliance in the last 2 years						
Alcohol Licensing										
9.0.4	C	Protect the health and safety of the community by Licensing and monitoring high risk alcohol premises	2019/20: 100% 2018/19: 100% 2017/18: 100% 2016/17: 100% 2015/16: 100% 2014/15: 100% 2013/14: 100%	Wellington Council LOS specifies the percentage of medium, high and very high risk premises that are inspected annually	100% Very High/High risk premises are visited at least once a year	100% Very High/High risk premises are visited at least once a year	100% Very High/High risk premises are visited at least once a year	100% Very High/High risk premises are visited at least once a year	A register of premises and risk ratings (determined by the Regulations) is kept. Inspection numbers of very high / high risk premises is recorded and reported monthly.	Safe and Healthy Communities
Food Safety and Health Licensing										
9.0.5	C	Food premises are safe and healthy for the public	2019/20: 83% 2018/19: 98% 2017/18: 85% 2016/17: 76% 2015/16: 80% 2014/15: 86.9% 2013/14: 98%	Auckland Council LOS specifies the percentage of D/E graded food premises re-inspected within one month	98% of scheduled Food Control Plan verification visits are conducted.	98% of scheduled Food Control Plan verification visits are conducted.	98% of scheduled Food Control Plan verification visits are conducted.	98% of scheduled Food Control Plan verification visits are conducted.	A record of scheduled Food Control Plan verification visits is kept. The date and time of verification visits is recorded.	Safe and Healthy Communities
9.0.19	C	Food premises are safe and healthy for the public	2019/20: 100% 2018/19: 95%		95% of premises issued with corrective actions are visited within 5 working days of the time specified for compliance.	95% of premises issued with corrective actions are visited within 5 working days of the time specified for compliance.	95% of premises issued with corrective actions are visited within 5 working days of the time specified for compliance.	95% of premises issued with corrective actions are visited within 5 working days of the time specified for compliance.	A record of all corrective actions issued is maintained including the time and date of compliance visits.	Safe and Healthy Communities

LOS number	C/M ¹	Performance Measures Levels of Service (LOS)	Historic Performance Trends	Benchmarks	Future Performance Targets				Method of Measurement	Community Outcome
					Year 1 2021/22	Year 2 2022/23	Year 3 2023/24	Year 10 2030/31		
9.0.23	M	All other premises holding a Health Licence are safe and healthy for the public.	2019/20: 48% scheduled inspections completed 2018/19: 100% scheduled inspections completed 2017/18: 100% scheduled inspections completed 2016/17: 100% premises over 2 yr period 2015/16: 50%		50% of Health Licenses, e.g. Hairdressers, Funeral Directors and Camping Grounds inspected annually	50% of Health Licenses, e.g. Hairdressers, Funeral Directors and Camping Grounds inspected annually	50% of Health Licenses, e.g. Hairdressers, Funeral Directors and Camping Grounds inspected annually	50% of Health Licenses, e.g. Hairdressers, Funeral Directors and Camping Grounds inspected annually	A register of all Licenses is maintained and an inspection schedule is implemented based on 50% achievement per annum.	Safe and Healthy Communities
Environmental Health including noise and environmental nuisance										
9.0.8	C	The community is not subjected to inappropriate noise levels	2019/20: 93% 2018/19: 85% 2017/18: 93.2% 2016/17: 95.3%	Auckland Council LOS specifies percentage of noise complaints responded to within 30 minutes for urban areas or 60 minutes for rural areas	90% of complaints in relation to excessive noise are responded to within one hour.	90% of complaints in relation to excessive noise are responded to within one hour.	90% of complaints in relation to excessive noise are responded to within one hour.	90% of complaints in relation to excessive noise are responded to within one hour.	Weekly reports are received from contractor, detailing site, time of call out, time of visit and running total of % of responses that meet the 1 hour timeframe. Complaints about excessive noise are recorded in the Council's customer service request system. Date and time of - response is recorded as an event.	Safe and Healthy Communities

LOS number	C/M ¹	Performance Measures Levels of Service (LOS)	Historic Performance Trends	Benchmarks	Future Performance Targets				Method of Measurement	Community Outcome
					Year 1 2021/22	Year 2 2022/23	Year 3 2023/24	Year 10 2030/31		
9.0.21	C	Protect community safety through the timely and effective response to notifications of public health incidences.	2019/20: 100% 2018/19: 100% 2017/18: 100% 2016/17: 100% 2015/16: 100% 2014/15: 100% 2013/14: 100% (11 instances)	Waikato Council LOS specifies percentage of environmental health complaints responded to within agreed timeframes	100% of investigations into matters that pose a serious risk to public health are received, assessed and if appropriate started within 24 hours (i.e. asbestos, P-labs, contaminated land, hazardous substances)	100% of investigations into matters that pose a serious risk to public health are received, assessed and if appropriate started within 24 hours (i.e. asbestos, P-labs, contaminated land, hazardous substances)	100% of investigations into matters that pose a serious risk to public health are received, assessed and if appropriate started within 24 hours (i.e. asbestos, P-labs, contaminated land, hazardous substances)	100% of investigations into matters that pose a serious risk to public health are received, assessed and if appropriate started within 24 hours (i.e. asbestos, P-labs, contaminated land, hazardous substances)	Public health incidences are recorded via the Councils customer service request system. Date and time of initiation is recorded as an event in the CSR system.	Safe and Healthy Communities

6. Does this Activity Plan need to change as a result of a Service Delivery Review (S17A)?

No S17A Service Delivery Review in this planning period.

7. What levels of service changed from the LTP 2018-28 and why?

LOS 2018-28			LTP 2021-31			Rationale	Options for consultation and engagement
LOS ID	LOS Description	Target (FY18)	LOS ID	LOS Description	Target (FY21)		
9.0.1	LTP/AP19: 9.0.1 Animal Management Services prioritise activities that promote and protect community safety.	98% of investigations of priority 1 complaints (aggressive dog behaviour and wandering stock) initiated within 10 minutes	9.0.1	LTP/AP19: 9.0.1 Animal Management Services prioritise activities that promote and protect community safety.	98% of incidences where there is an immediate public safety risk (aggressive dog behaviour and wandering stock) are initiated within 10 minutes of being reported to Council.	Previous LOS did not reflect the ability to give priority 1 complaints a longer response time when there is not an immediate threat. Historic complaints can be responded to the next day.	None required
			9.0.31	LTP/AP19: 9.0.1 Animal Management Services prioritise activities that promote and protect community safety.	98% of nuisance complaints are initiated within 24 hours of being reported to Council.	NEW LOS to manage customer service expectations and response times.	None required
9.0.15.1	LTP/AP19: 9.0.15.1 Animal management services encourage responsible dog ownership through education, registration and enforcement.	50 Bite prevention programmes delivered to schools annually				DELETE LOS, this service will be available on demand when requested, and will be promoted to the various sectors that are known to utilise these programmes.	None required
9.0.15.2	LTP/AP19: 9.0.15.2 Animal management services encourage responsible dog ownership through education, registration and enforcement.	20 Dog wise programmes delivered per annum				DELETE LOS, this service will be available on demand when requested, and will be promoted to the various sectors that are known to utilise these programmes	None required
9.0.28.1	LTP/AP19: 9.0.28.1 Promote safe and healthy communities through education and	3 proactive monitoring campaigns delivered per annum based on enacted Bylaws as at July 2017				DELETE this LOS as it is an administrative target and will still be a focus for the team via	None required

LOS 2018-28			LTP 2021-31			Rationale	Options for consultation and engagement
LOS ID	LOS Description	Target (FY18)	LOS ID	LOS Description	Target (FY21)		
	enforcement of relevant bylaws.					performance targets rather than levels of service.	
9.0.17	LTP/AP 9.0.17 Protect the health and safety of the community by ensuring Resource Management Act activities comply with legislative requirements.	95% of high risk Resource Management Act consents and clean fill sites monitored at least once every 3 months.		LTP/AP 9.0.17.0 Protect the health and safety of the community by ensuring Resource Management Act activities comply with legislative requirements.	100% of high risk Resource Management Act consents are monitored at least once every 3 months	AMEND Split out high risk Resource Management Act consents and Clean fill sites to reflect the different monitoring programmes 100% vs 95%	None required
				LTP/AP 9.0.17.1 Protect the health and safety of the community by ensuring Resource Management Act activities comply with legislative requirements.	95% of licenced clean fill sites are monitored at least once every 3 months	AMEND Split out high risk Resource Management Act consents and Clean fill sites to reflect the different monitoring programmes 100% vs 95%	None required
9.0.28.2	LTP/AP19: 9.0.28.2 Promote safe and healthy communities through education and enforcement of relevant bylaws.	Maintain compliance with Council Bylaws by providing a monitoring regime that meets the Level of Service specified in each bylaw 95% of the time.	9.0.28.2	LTP/AP19: 9.0.28.2 Promote safe and healthy communities through education and enforcement of relevant bylaws.	95% Compliance investigations are initiated within 3 working days of being reported to Council.	AMEND LOS to reflect CCC customer service standards.	None required
9.0.7	Protect the safety of the community by ensuring swimming pools comply with legislative requirements	All pools are inspected in accordance with the legislative requirements in Section 162D of the Building Act 2004.				DELETE this LOS is legislated and a requirement that we deliver the inspection regime in accordance with the Building Act 2004.	None required

LOS 2018-28			LTP 2021-31			Rationale	Options for consultation and engagement
LOS ID	LOS Description	Target (FY18)	LOS ID	LOS Description	Target (FY21)		
9.0.29	Protect the safety of the community by ensuring Amusement Devices comply with legislative requirements.	Upon request 100% of applications are processed, sites inspected and permits issued.				DELETE this is an administrative target that is legislated therefore is required to be delivered.	None required
9.0.18	Customers receiving Alcohol Licensing services have a greater understanding of their obligations as Licensee's	90% of Customers who utilise lodgement education services indicate an increased awareness of their obligations.				DELETE this is an administrative target and will still be a focus for the team via performance targets rather than levels of service.	None required
9.0.30	Customers have access to information on compliance responsibilities	Staff are available to respond to public information requests between 8 – 5pm, Monday to Friday				DELETE this is an administrative target and will still be a focus for the team via performance targets rather than levels of service.	None required

8. How will the assets be managed to deliver the services?

The [Corporate Accommodation Asset Management Plan \(AMP\)](#) includes the building assets that comprise the Animal Shelter facility. Although there has been active management of Opex and Capex by the Activity, it was seen as appropriate to include these assets in an AMP so that they can be covered by longer term asset planning processes including the assessment and management of asset lifecycle issues. Included in this AMP is a specific provision for proposed Capex spend at the Shelter of

- \$40k in FY25 for an upgrade of all kennels and
- \$40k in FY26 for an upgrade/replacement of the Shelter roof.

Also proposed in the AMP is that a full condition assessment of the Shelter buildings will be carried-out during FY21 so that both Opex and Capex requirements are able to be identified, prioritised and programmed.

9. What financial resources are needed?

Regulatory Compliance & Licencing											
000's	Annual Plan										
	2020/21	LTP 2021/22	LTP 2022/23	LTP 2023/24	LTP 2024/25	LTP 2025/26	LTP 2026/27	LTP 2027/28	LTP 2028/29	LTP 2029/30	LTP 2030/31
<i>Activity Costs before Overheads by Service</i>											
Animal Management	1,871	1,876	1,912	1,964	2,014	2,062	2,113	2,166	2,225	2,286	2,346
Food Safety & Health Licencing	731	722	725	745	762	781	800	820	842	865	887
Alcohol Licencing	942	974	991	1,014	1,035	1,056	1,078	1,102	1,129	1,156	1,183
Environmental Health	1,203	1,167	1,190	1,221	1,249	1,279	1,309	1,342	1,379	1,416	1,453
Compliance & Investigations	2,267	2,110	2,125	2,187	2,238	2,293	2,349	2,407	2,471	2,538	2,603
Regulatory Compliance Public Advice	735	725	734	752	770	789	808	828	851	874	896
	7,750	7,574	7,677	7,884	8,068	8,260	8,457	8,666	8,897	9,134	9,369
<i>Activity Costs by Cost type</i>											
Direct Operating Costs	1,093	1,081	1,106	1,130	1,154	1,179	1,205	1,232	1,263	1,294	1,324
Direct Maintenance Costs	21	38	39	39	40	41	42	43	44	46	47
Staff and Contract Personnel Costs	6,327	6,272	6,345	6,522	6,667	6,828	6,992	7,167	7,359	7,558	7,754
Other Activity Costs	310	183	188	192	206	212	217	223	230	237	243
	7,750	7,574	7,677	7,884	8,068	8,260	8,457	8,666	8,897	9,134	9,369
Activity Costs before Overheads	7,750	7,574	7,677	7,884	8,068	8,260	8,457	8,666	8,897	9,134	9,369
Overheads, Indirect and Other Costs	3,312	3,340	3,425	3,424	3,534	3,658	3,768	3,854	3,966	4,023	4,111
Depreciation	74	77	79	80	81	83	85	87	89	92	94
Debt Servicing and Interest	-	-	-	-	-	-	-	-	-	-	-
Total Activity Cost	11,135	10,991	11,181	11,388	11,683	12,000	12,309	12,607	12,952	13,249	13,574
Funded By:											
Fees and Charges	5,496	5,720	5,805	5,895	5,991	6,094	6,199	6,312	6,436	6,564	6,690
Grants and Subsidies	105	-	-	-	-	-	-	-	-	-	-
Cost Recoveries	9	10	10	10	10	11	11	11	11	12	12
Other Revenues	85	185	189	199	197	202	207	212	218	224	230
Total Operational Revenue	5,695	5,915	6,003	6,104	6,199	6,307	6,417	6,535	6,665	6,799	6,932
Net Cost of Service	5,440	5,076	5,177	5,284	5,484	5,694	5,892	6,072	6,287	6,449	6,642
Funding Percentages:											
Rates	48.9%	46.2%	46.3%	46.4%	46.9%	47.4%	47.9%	48.2%	48.5%	48.7%	48.9%
Fees and Charges	49.4%	52.0%	51.9%	51.8%	51.3%	50.8%	50.4%	50.1%	49.7%	49.5%	49.3%
Grants and Subsidies	0.9%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Cost Recoveries	0.9%	1.8%	1.8%	1.8%	1.8%	1.8%	1.8%	1.8%	1.8%	1.8%	1.8%
Capital Expenditure											
Replace Existing Assets	3	207	134	22	160	72	40	63	54	46	-
Total Activity Capital	3	207	134	22	160	72	40	63	54	46	-

Funding Consideration

Local Government Act 2002 Section 101 Funding Consideration. The following tables are based on the financials from the previous page.

Funding Policy

Funding Principles

User-Pays	Exacerbator-Pays	Inter-Generational Equity	Separate Funding?
Medium	Medium	Low	Medium

The table above shows how Council has considered funding in relation to the Activity, using a simple high / medium / low scale:

- User-pays – the degree to which the Activity can be attributed to individuals or identifiable groups rather than the community as a whole;
- Exacerbator-pays – the degree to which the Activity is required as a result of the action (or inaction) of individuals or identifiable groups;
- Inter-generational equity – the degree to which benefits can be attributed to future periods; and
- Separate funding – the degree to which the costs and benefits justify separate funding for the Activity.

Where an Activity is paid for through a number of funding mechanisms, Council’s practice is to meet its operating costs in the first instance from fees & charges and grants & subsidies (subject to the considerations outlined above). If the Activity requires further operational funding, this remainder is funded through rates.

This capital programme will be funded in accordance with the following principles:

Investment type	Initial funding	Serviced and/or repaid by:
• Renewal / replacement	• Rates and debt	• Rates
• Service Improvement and other assets	• Debt	• Rates
• Growth	• Debt	• Rates

Operating Cost Funding Policy

This table below shows Council’s broad funding target for the Activity (i.e. how much is paid for by individuals / groups, and how much by the community as a whole), and the associated funding mechanism used (i.e. general rates, targeted rates, user charges, etc.). As the precise balance between individual / group and community funding may vary in practice (particularly for volumetric fees and charges), the funding target for each of the below tables is expressed in broad terms rather than specific percentages:

- Low = this source provides 0%-25% of the funding for this Activity;
- Medium = this source provides 25%-75% of the funding for this Activity; and
- High = this source provides 75%-100% of the funding for this Activity.

Funding Target		Funding mechanism	
Individual / Group	Community	Individual / Group	Community
Medium	Medium	<ul style="list-style-type: none"> • Fees & Charges (Medium) 	<ul style="list-style-type: none"> • General Rates (Medium) • Grants & Other (Low)

Capital Cost Funding Policy for this Activity

Rates	Borrowing	DC s	Grants and Other
High	Low	-	-

10. How much capital expenditure will be spent, on what category of asset, and what are the key capital projects for this activity?

Planned Capital Programme Detail by Activity

(\$000)

Activity	Driver ID	Project Name	2021/22	2022/23	2023/24	2024/25	2025/26	2026/27	2027/28	2028/29	2029/30	2030/31	Total
Regulatory Compliance													
Asset Renewal													
	36876	Compliance Equipment Renewals	207	134	22	160	72	40	63	54	46		798
Regulatory Compliance Total			207	134	22	160	72	40	63	54	46		798

11. Does this activity have any significant negative effects on social, economic, environmental or cultural wellbeing, now or in the future?

Regulatory compliance and licensing activities do not have any significant negative effects on the local community. To the contrary, these activities contribute positively to the environmental interests of the community by fulfilling the Council's statutory functions and obligations; and by supporting a healthy, safe and thriving city where community wellbeing is a priority and nuisance and environmental harm is minimised.

Negative Effect	Mitigation
Social	
Economic	
Environmental	
Cultural	

12. What risks are identified and what controls and mitigations are planned?

Risk / Uncertainty: (for each risk you identify, complete the following sections. You can have more than one cause or result/outcomes for each risk, we suggest a maximum of 5 items against each risk)			Assessed Risk Level		Controls and Mitigations
Risk Title There is a risk that/of:	Caused By:	Resulting In:	Inherent	Residual	
We are unable to adequately resource compliance/enforcement action (reactively or proactively)	<p>Recent legislation changes (new Building Act exemption rules, Earthquake Prone seismic requirements) have introduced the potential for more non-compliance, the impact of this is still unknown.</p> <p>Changes to Bylaws or the district plan are resulting in the expectation of compliance activity increasing, with proactive responses expected.</p> <p>Breaches of Short term accommodation rules (there are approx. 1500 sites in the city).</p> <p>Unconsented carparks in the central city (there are approx. 100 carparks in the city).</p>	An increase in workload that we are not resourced for, requiring workloads to be prioritised based on risk. Which could lead to increased and escalated complaints.			<p>Apply the Compliance Strategy risk matrix across all complaints and prioritise based on compliance risk rating.</p> <p>Ensure that there is adequate information on the Council's website to help guide people to understand what needs to be considered when completing exempted work, implement a communication campaign in relation to requirements in the District Plan, specific to short term accommodation and Unconsented carpark rules.</p>
200 Earthquake Prone building notices expiring and requiring strengthening work before 2025 to bring them up to the required standard will not be completed by the owners, requiring Council to undertake the works if there is a risk to public safety.	Owners being absent, unwilling or unable to conduct the required repairs.	Considerable funding would be required for Council to complete the works. The exact amount is unknown as each situation is assessed on a case by case basis. Example of costs is between \$650,000 - \$900,000.			<p>Early engagement with Building owner to ensure they are aware of the requirement to undertake the work before the notice expiry date and gain an understanding of their intentions</p> <p>If funding was required due to public safety this would be requested via a report to Council.</p>
The current budget for the contract to respond to after-hours noise complaints is insufficient to cover the cost of current demand.	Post COVID-19 there has been a significant increase in noise complaints demonstrating a change in behaviour in the community and an increasing intolerance for anti-social behaviour.	A 35% increase in afterhours call outs YTD and as we are charged for each response we will have insufficient funds in the budget to cover this increase.			Triage responses in relation to complaint history, and prioritise responses to complaints that are substantiated.