

**DELIVERY AND
OPERATIONS
BUSINESS REPORT**

May/June 2024

Introduction

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

Throughout the district there are many facilities managed by Council and made available for public use. These facilities contribute to the liveability of our communities, providing places and spaces for residents to connect and enjoy themselves and to enhance the visitor experience.

These include:

- **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), and Compliance Monitoring (Legislation and Bylaw monitoring and enforcement).
- **Resource Consent Services:** This includes processing Resource Consents.
- **Property and Facilities:** This includes Property Management and Technical Operations.



The Delivery and Operations Business report provides a summary of key highlights and noteworthy trends for the months of May/June 2024

Executive Summary

Building Services

At the end of May, the BCA tracking at 100% compliance across both building consents and code compliance certificates. Average working and calendar days for building consents are 7 and 14 days, whereas code compliance certificates are 3 and 14 days. This is due to two contributing factors, a lower level of consents and certs and a level of competence within the BCA process's.

The BCA is experiencing a decline in consent numbers currently, numbers are tracking comparable to the 2020 year.

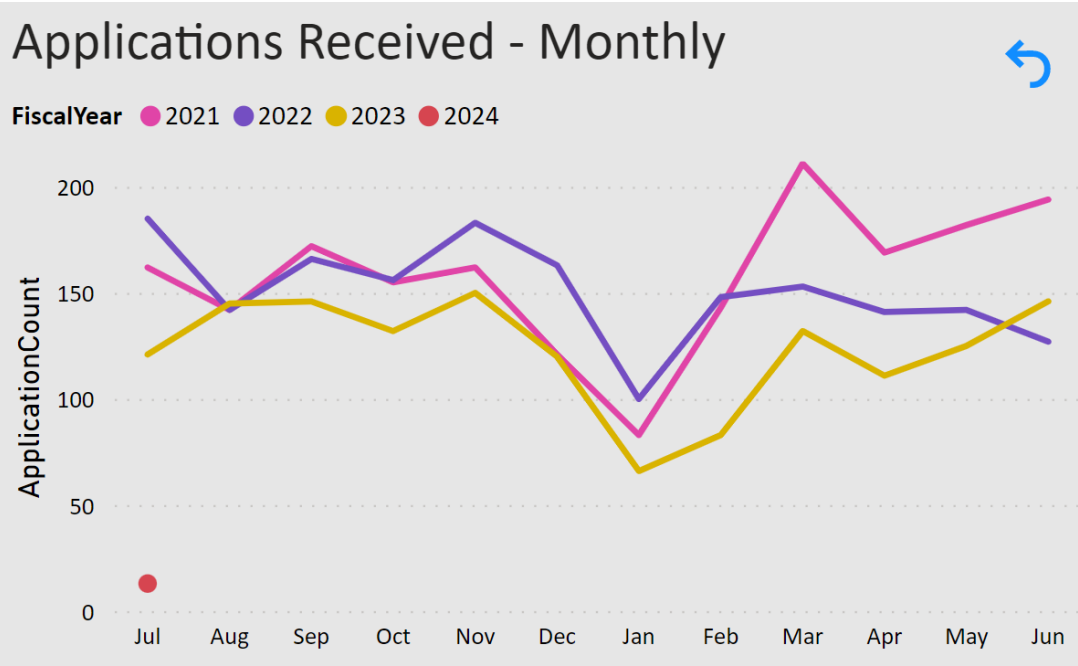
The TA has received an information request from MBIE to assess how we are conducting certificate of public uses. This is part of the ongoing assessment of TA functions by MBIE.

The BCA have closed out a good year achieving 100% compliance across both building consents and code compliance certificates.

We have just completed the first stage of the MBIE Territorial Authority (TA) audit on section 124 notices and certificate of public use and await feedback from MBIE.

The BCA is experiencing a decline in consent numbers currently, numbers are tracking down 30% on the peak of 2021, we will have to watch this as it may impact on our income stream if numbers do not plateau and continue to decrease.

The TA is grateful for the work the BI team is doing in dashboarding and identifying data errors as we look to make the TA function more transparent and efficient. The aim is to have the TA function pay for itself yearly, which would be a first. The 2024 year saw an increase in operational income, and we believe there are still gains available.



Compliance

Monitoring

Monitoring received 216 Requests for Service (RFS) in May/June 2024.

A total of 126 noise complaints were received and responded to during this period (59 May and 67 June). Response times of 96% and 87% were achieved for urban areas and 88% and 92% in rural areas.

There were 62 parking tickets issued in May 2024 and 48 in June 2024.

Animal Management

722 RFS's were received for Animal Management in the May/June 2024 period, 100 urgent and 622 non-urgent. Officers responded to urgent RFS (within 1.5 hours) and non-urgent RFS (within 3 working days).

87 dogs were impounded in during May and June 2024. 93 were released from the shelter. In terms of the dogs released, 21 were claimed by their owners, 8 taken by a Rescue Group and 8 were adopted out to a new home. A total of 56 dogs were euthanised due to not being claimed by an owner and not meeting the criteria to be rehomed.

There were 58 infringements issued during May and June by the Animal Management team:

- 31 x failure to register dog - s42
- 20 x not under control – s53(1)
- 3 x Failure to confine – s52A
- 2 x breaching dog control notices – s20 (5)
- 2 x Wilful Obstruction of an Officer – s18

The end of June 2024 saw a total of 8489 dogs registered across the district.

Environmental Health

A total of 50 Food Verification audits were completed in May and June 2024.

During May and June 2024, 55 good host visits were completed by the Environmental Health Services team. The level of service target is that 25% of licensed premises are visited once every four years. The EHS team completed all required annual visits of licensed premises during 1 July 2023 – 30 June 2024.

A total of 204 Requests for Service (RFS) were received in May and June 2024.

Resource Consents

Application Trends

In May we received 125 applications received, up by 3 from May 2023, with June showing a decrease down to 74, resource consent applications received. The successful recruitment of planners has significantly reduced our reliance on consultant planners for routine processing. Engineering is a slightly different story, due to limited internal capacity and vacant positions within the engineering team, we continue to heavily depend on consultant engineers for business as usual.

May Performance Metrics

In May the Resource Consents team issued 52 decisions under the Resource Management Act subject to statutory timeframes and reported to the Ministry for the Environment (MfE).

Forty-six of these consents were processed within statutory timeframes. Only 5 consents exceeded statutory timeframes which has resulted in an 86.84% compliance rate for the month of June.

The team processed a further 61 various applications that are not recorded by MfE.

June Performance Metrics

In June, the Resource Consents team issued 38 decisions under the Resource Management Act subject to statutory timeframes and reported to the Ministry for the Environment (MfE).

Thirty-three of these consents were processed within statutory timeframes. Only 5 consents exceeded statutory timeframes which has resulted in an 86.84% compliance rate for the month of June.

The team processed a further 60 various applications that are not recorded by MfE.

Improved Efficiency and Future Focus

The substantial improvement in our compliance rate for May and June is directly attributed to our now almost fully staffed resource consent planning team. This staffing improvement, coupled with the decrease in application numbers in June, has allowed the Resource Consent team to undertake a number of outstanding tasks related to improving efficiency and performance. A snapshot of these tasks are as follows:

- Update engineering and planning standard conditions.
- Review, renew, and create new practice notes including the drafting of our first Iwi and Hapū Engagement Plan for Resource Consent Planners and our first Iwi & Hapū Practice Note for processing consents.
- Work on the Te Pae o Uta Work Program
- Advance progress on the Taio Portal for Iwi & Hapū

This progress marks a significant step forward in enhancing our operational efficiency and service quality.

Property and Facilities Management

Property Management

Property Managements focus through May and June has been supporting the Technical Operations team with the roll out of the new Community Services contract. Whilst Technical Operations have carried out over more than 500

audits in the month of June, our team has been supporting by picking up all new RFSs that come through and closing them within the best of our abilities. Any that have not been closed have had background information provided to allow for easier closing.

Creating manuals for contract payments have been a core focus for the team, as well as a focus on cemetery occupancy.

Technical Operations

Technical Operation's focus for May and June has been on working the demobilisation of our Community Facilities contract with Green by Nature (held for 14 years), and the preparation for our new Community Facilities contract with Citycare. We have completed 700 audits across the Far North District to ensure the condition of our assets is up to standard and where improvement is necessary. Our audits included mowing, edge control, garden, cemeteries, tow maintenance, public toilets and playgrounds.

Alongside the new contract, we have been working on our budgets leading onto end of financial year and the wider Property and Facilities team have been reviewing and working on some historical RFS.

Our priority over the coming months is setting our new contract up for success and continuing to focus on service delivery. This means doing our best to provide a smooth transition and mitigate any risk, due to the contract change, that may arise from the community.

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

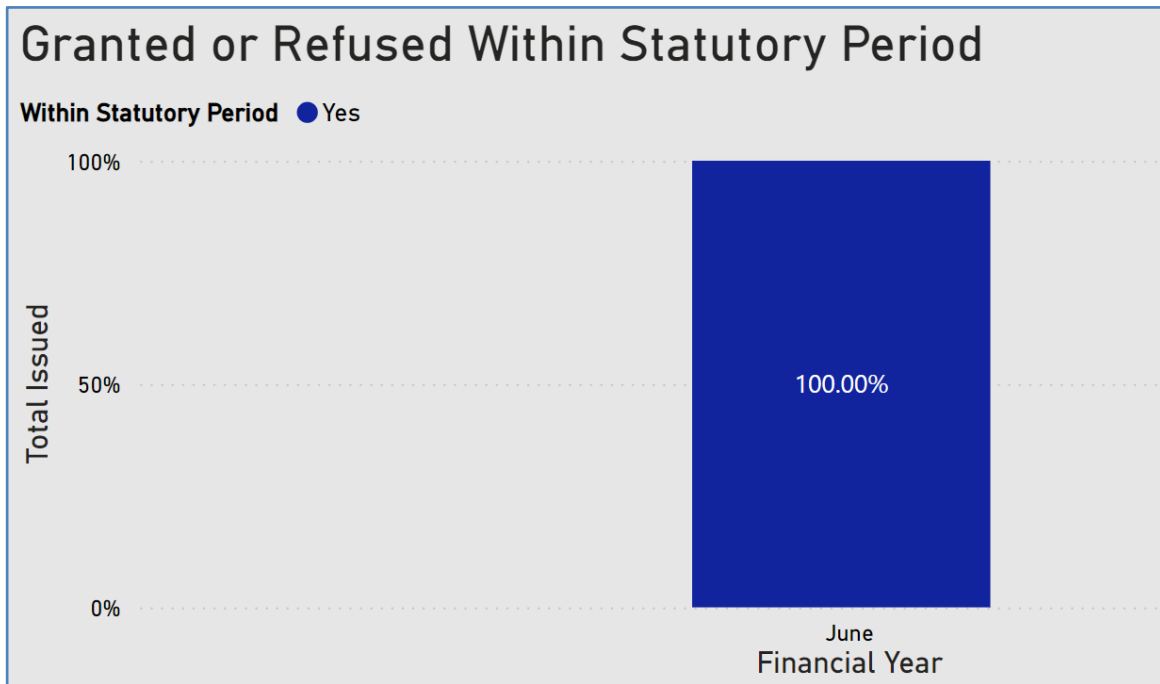


Power to inspect and enter land.

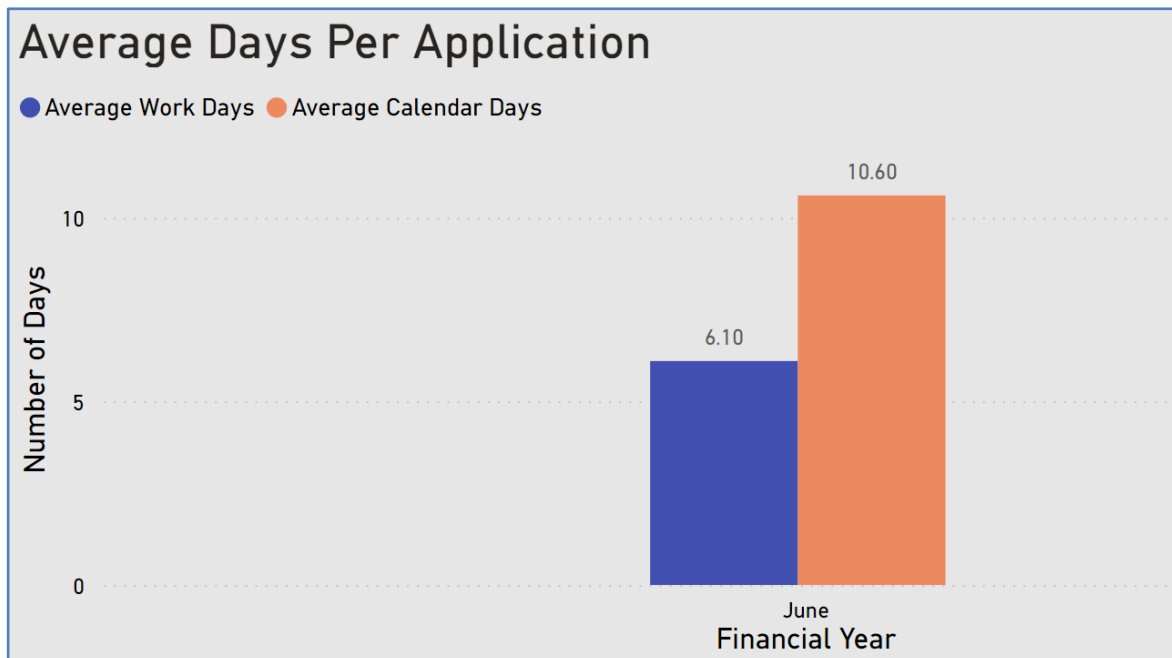
- Sections 222 to 228 provide details of the powers of entry to undertake an inspection

Building Consent Processing

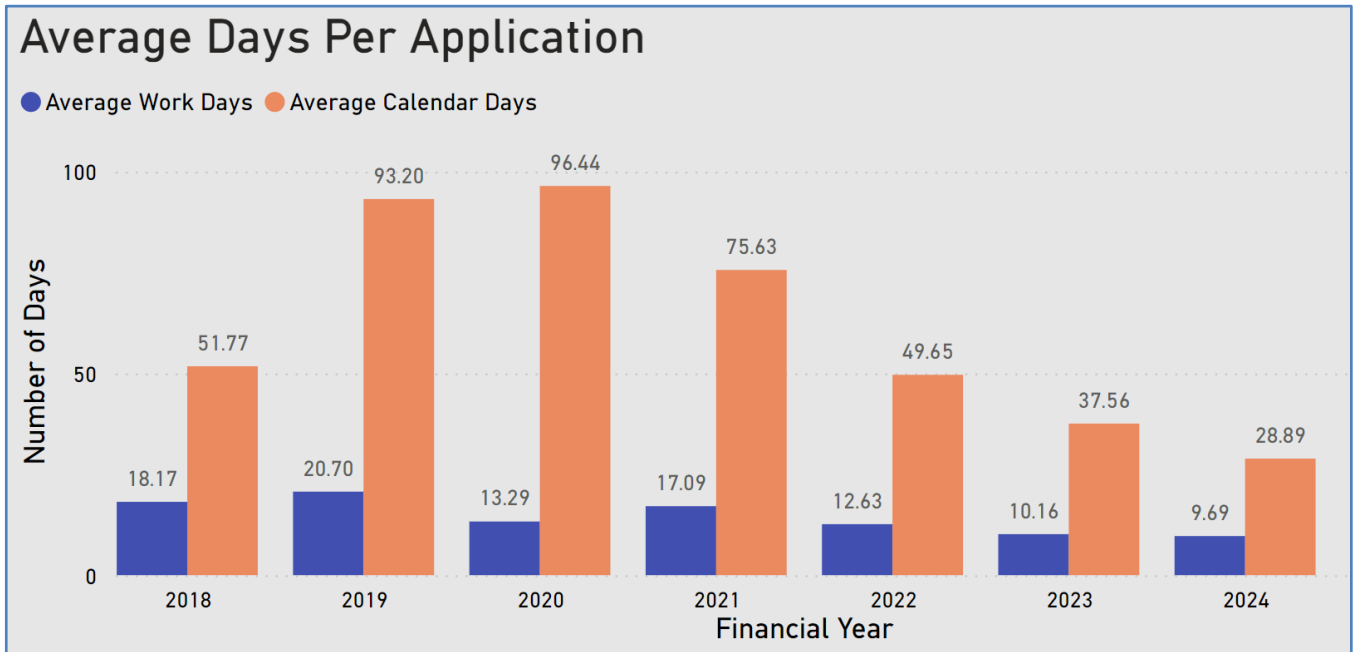
The building consent processing unit has achieved 100% compliance for the 2023-24 Fiscal Year. The BCA received 1316 building consents for the 2023-24 Fiscal Year. The month of June saw 146 consents received, and 99 issued or refused within the statutory time.



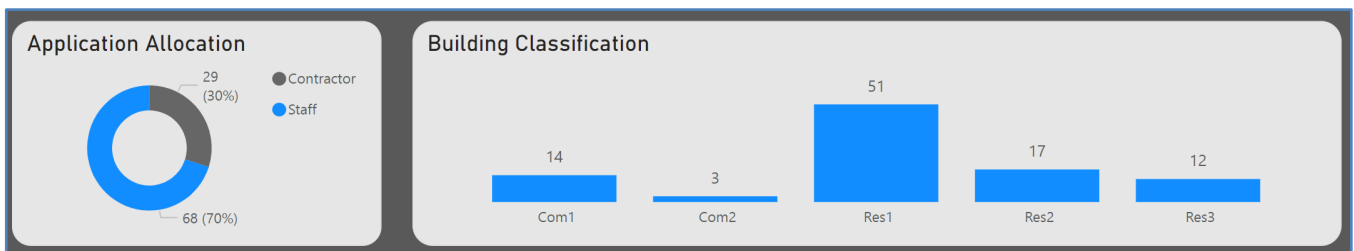
June was a good month for issuing building consents with the average statutory day count to issue a building consent at 6.10 days.



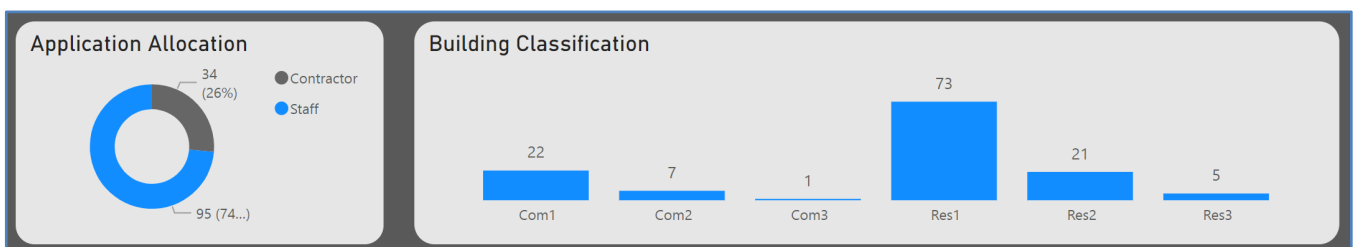
The average day count to issue building consents also continues to trend down in comparison to the previous six years.



The dashboard below shows the consents currently being processed by the BCA. In May, there are 51 Residential 1 (Res1), 17 Residential 2 (Res2), 12 Residential 3 (Res3), 14 Commercial 1 (Com 1), 5 Commercial 2 (Com 2) and 0 Commercial 3 (Com 3) applications. Use of contractors (building consultants) is currently at 30%.



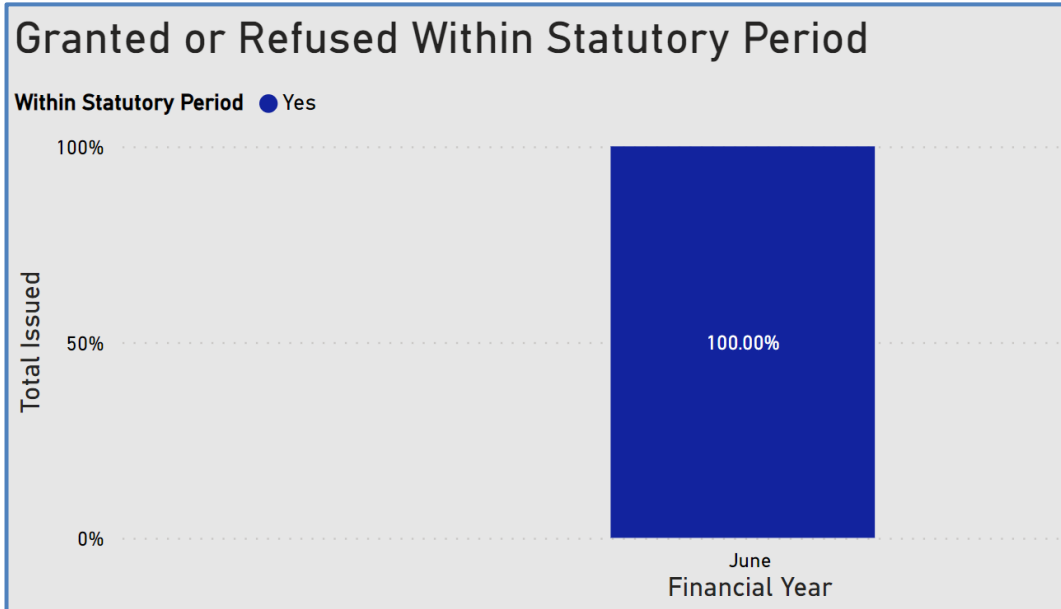
There are 73 Residential 1 (Res1), 21 Residential 2 (Res2), 5 Residential 3 (Res3), 22 Commercial 1 (Com 1), 7 Commercial 2 (Com 2) and 1 Commercial 3 (Com 3) applications. Use of contractors (building consultants) is currently at 26%.



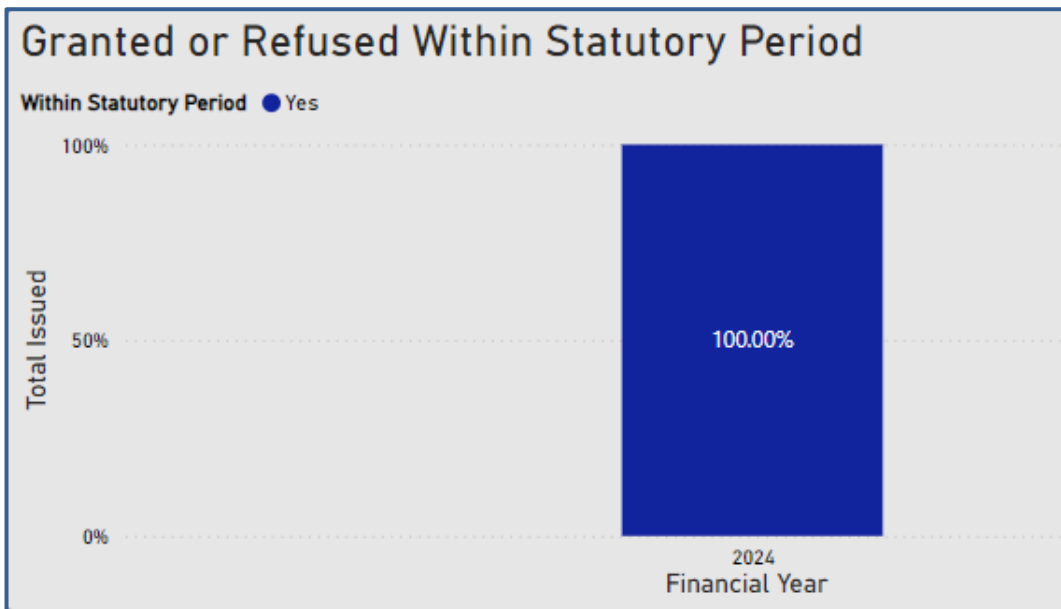
Code Compliance Certificates

The BCA has achieved a 100% compliance rate for the month of May for issuing code compliance certificates. A total of 62 Code of Compliance Certificates were issued for May.

The BCA has achieved a 100% compliance rate for the month of June for issuing code compliance certificates. A total of 99 Code of Compliance Certificates were issued for June. The team are striving to maintain 100% compliance for the last quarter of the year.



The overall compliance for 2023/2024 is 100%



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.

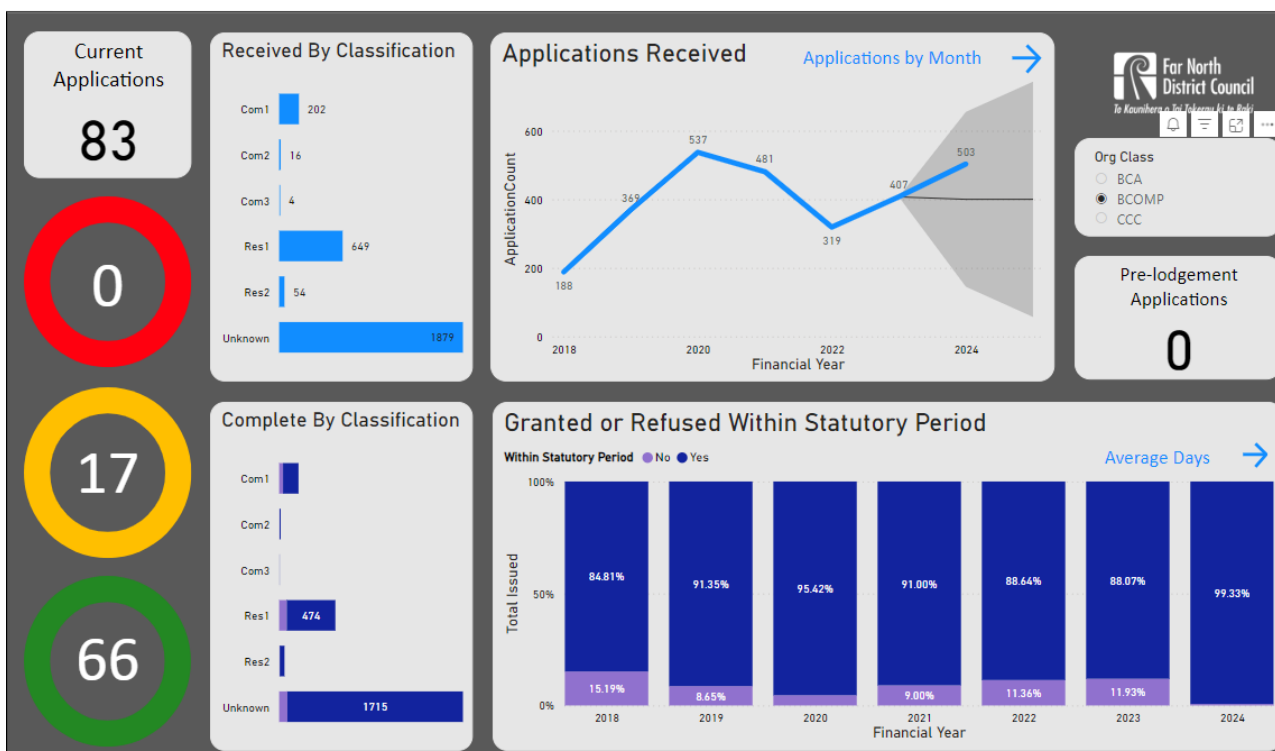
Its purpose is to ensure people can use buildings safely and without endangering the health or the property of others. The team manages the spheres of Building Compliance, Building Warrant of Fitness, swimming pools, Certificates of Acceptance and Exemptions.

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.

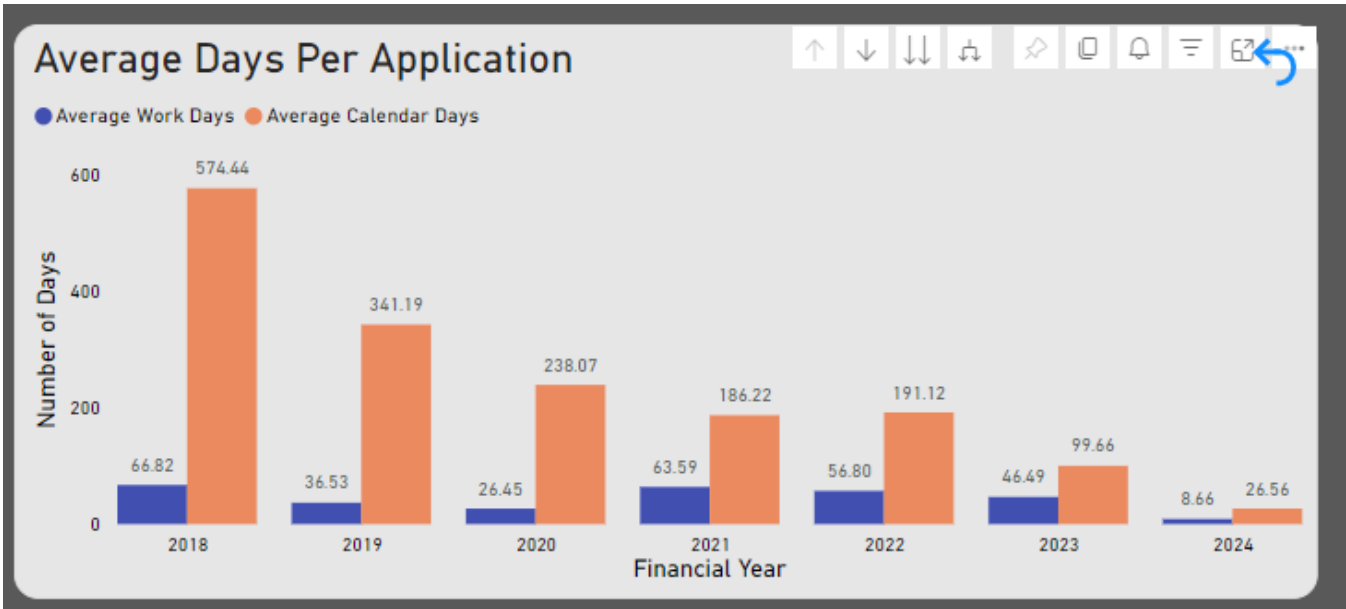
Formal enforcement is not taken lightly. It is based on thorough investigation and considers the impact as well as any steps that may have been taken to address the non-compliance.

BI for Applications



Bi is at 99.33% but there are 3 data anomalies to be removed so it is 100%. BI team are working on it.

Average days are also different as the source information has been corrupted and BI are team are working on it also

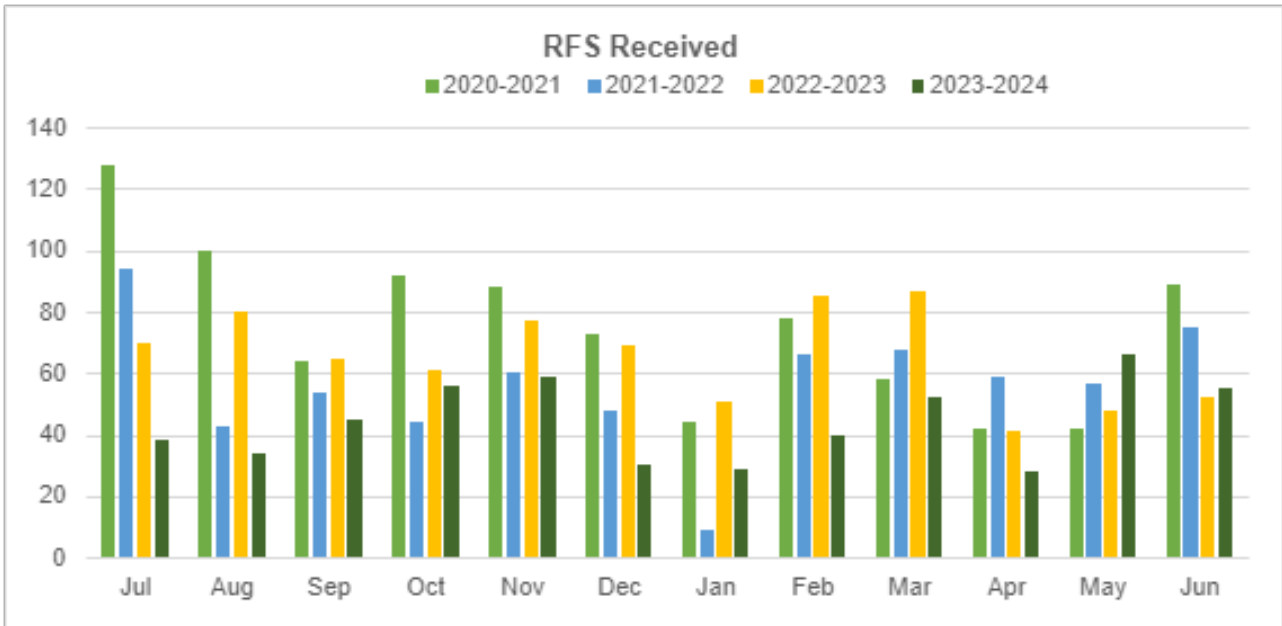


Requests for Service (RFSs)

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

The RFS received for May are in line were high 66 were received The Building Compliance team continues to deal with a range of Building Act 2004 non-compliances.

The RFS received for June were 55.



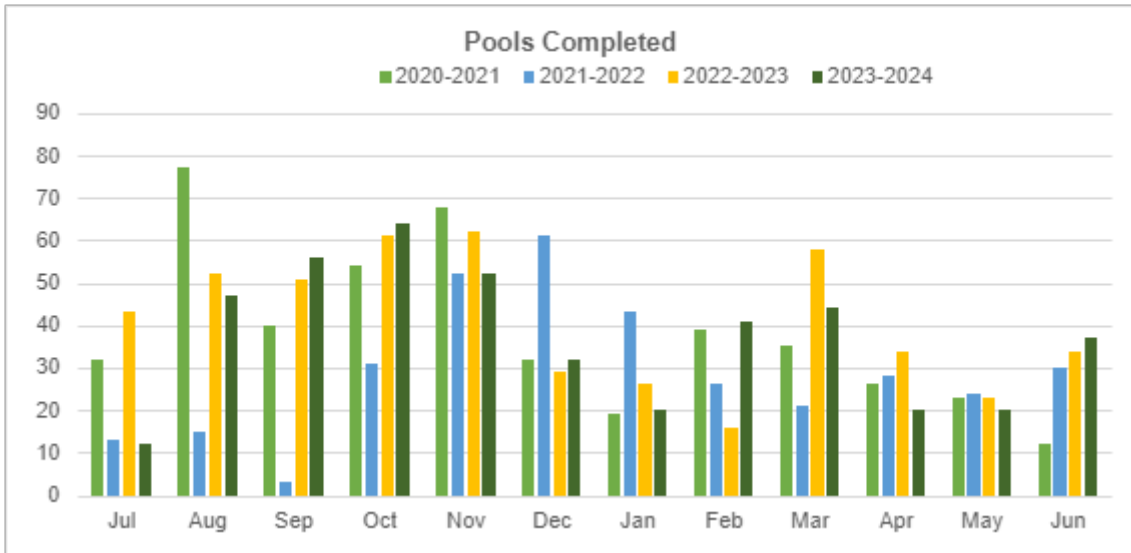
Swimming Pools

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 21 swimming pool inspections were carried out during the month of May. A total of 37 swimming pool inspections were carried out during the month of June, with the completion of inspections on track and as per the allotted inspections for the year.

The swimming pool fail rate was 23% 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.



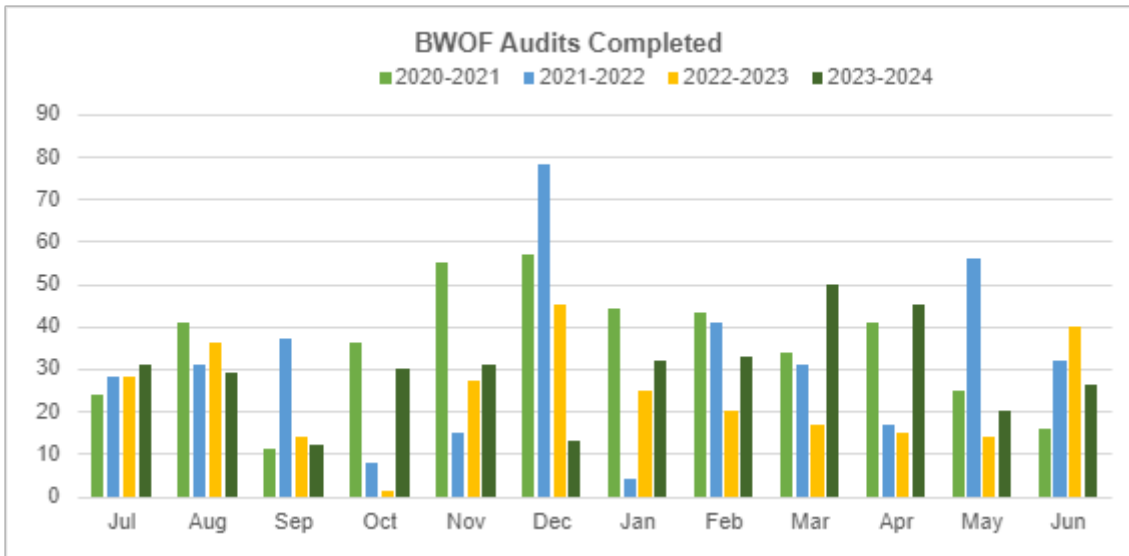
Building Warrant of Fitness (BWoF)

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.

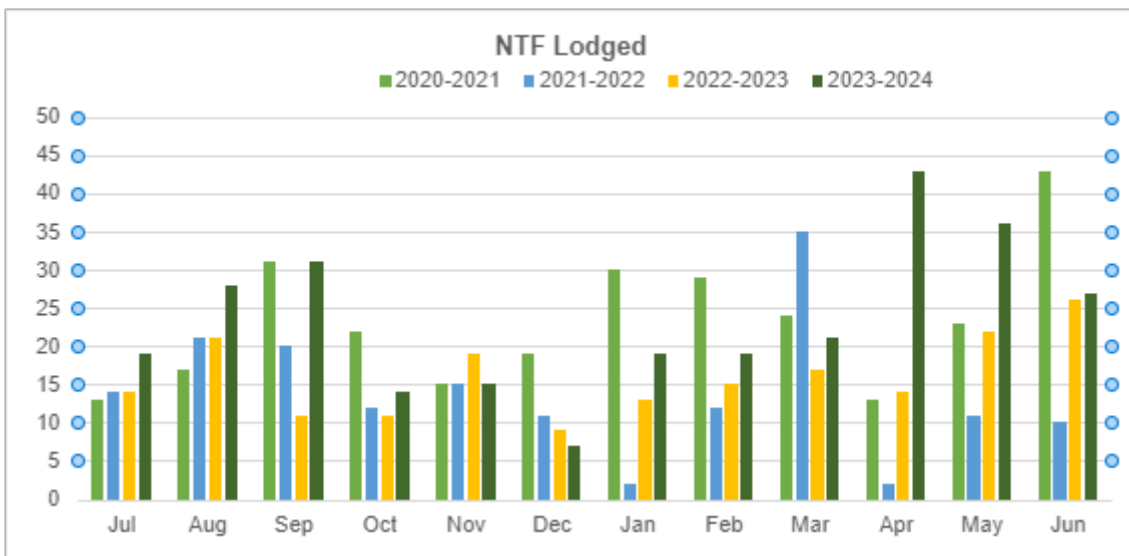
20 BWoF audits were carried out during May and 26 BWoF audits were carried out during June. The compliance schedule update project is well underway the team are focusing on delivering qualitative audits.



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.

36 Statutory Notices were served during the month of May and 27 in June for breaches of the Building Act 2004. The team are working hard through historical notices to ensure all NTF's are current and push owners to obtain compliance.

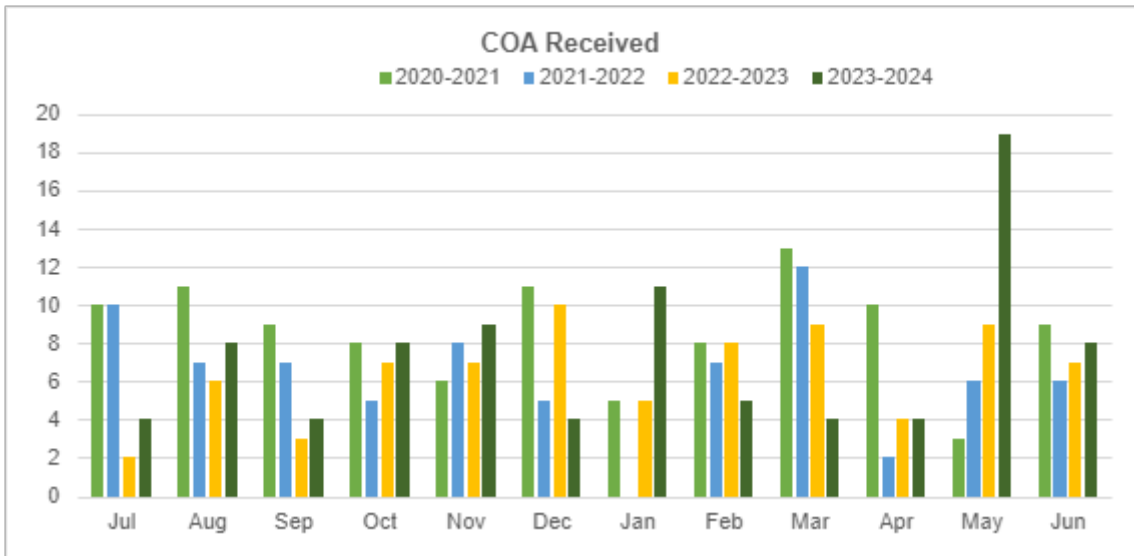


Certificates of Acceptance

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 19 COA applications during the month of May and 8 in June. The number of COA applications remain consistent month to month. A focus on training all team members to complete applications is underway this is a lengthy project as these applications are high risk to Council.



Infringements

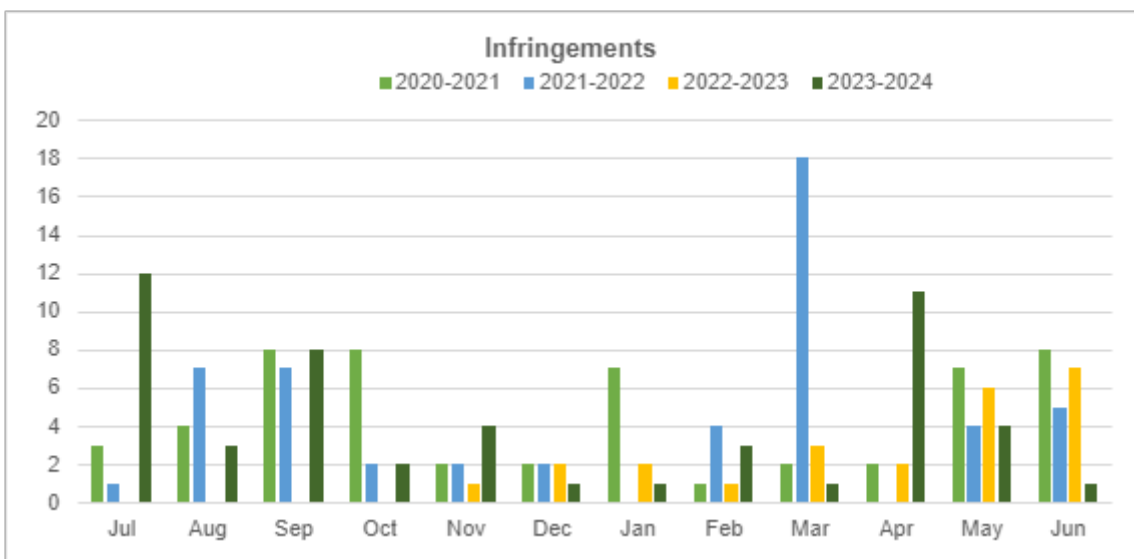
Under Section 372 of the Building Act, an infringement notice may be served on a person if an enforcement officer observes the person committing an infringement offence or has reasonable cause to believe an infringement offence is being or has been committed by that person.

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.

4 infringements were issued during the month of May. Most infringements were for non-compliance with a NTF and for breaches of Section 40 of the Building Act. 1 infringement was issued during the month of June for non-compliance with an NTF. We are continuing to focus on generation of infringements for non-compliance with the building act 2004 as this is a revenue stream chased by the courts that will not get written off.



Compliance

This section contains performance information for the Compliance department.

Introduction

The Compliance department covers 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 Monitoring and Compliance, Animal Management and Environmental Health (Food and Liquor) and associated Administration support.

Activities and services undertaken include:

- the monitoring of resource consent applications and related consents
- promotion of responsible ownership of dogs, including care and control around people, protected wildlife, other animals, property, and natural habitats
- responsibilities for the sale and supply of alcohol, to minimise alcohol-related harm in our District
- providing verification services for food businesses to ensure 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 are undertaken for the benefit of our communities and to ensure that everyone can enjoy our district.

Contribution to community outcomes



Communities that are healthy, safe, connected and sustainable



A wisely managed and treasured environment that recognises the role of tangata whenua as kaitiaki



Proud, vibrant communities

Monitoring

Introduction

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

Monitoring is responsible for:

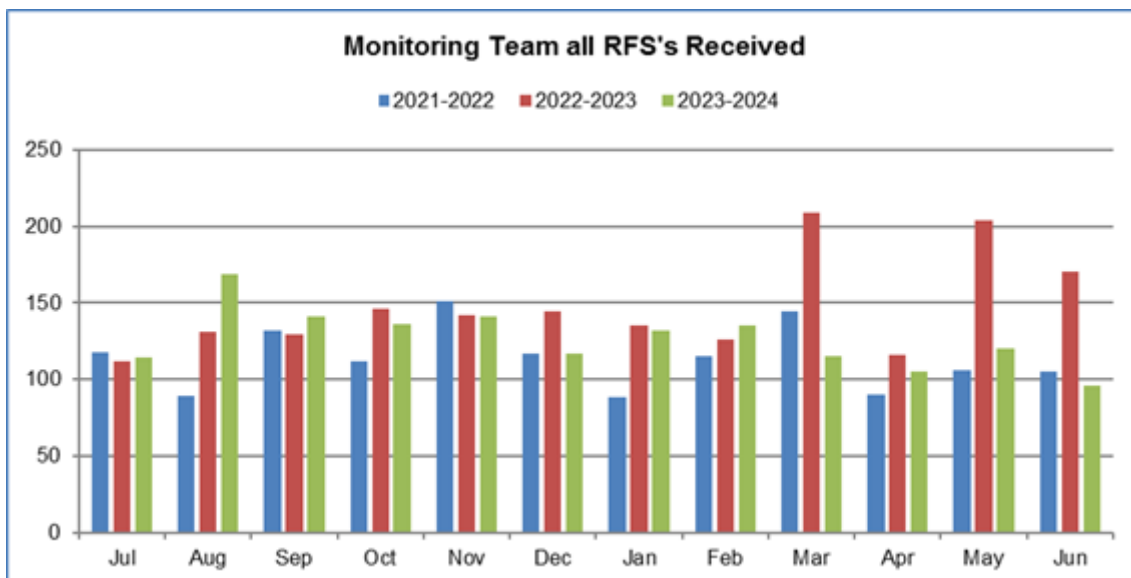
- Resource Management Act breaches
- Local Government Act breaches
- Reserves Act breaches
- Litter Act breaches
- Land Transport Act (stationary vehicle offences)
- District Plan breaches
- Bylaw breaches
- Resource consent monitoring
- Noise complaints
- Removal of abandoned vehicles

Staffing

Monitoring comprises of a team leader, five monitoring officers, two resource consent monitoring officers (one of which is a fixed-term position), two administration staff and a parking enforcement officer. There is now also a fixed term (2 years) Encroachment Officer sitting within this team. This role will work toward compliance across the district for historical encroachments on council land.

Requests for Service

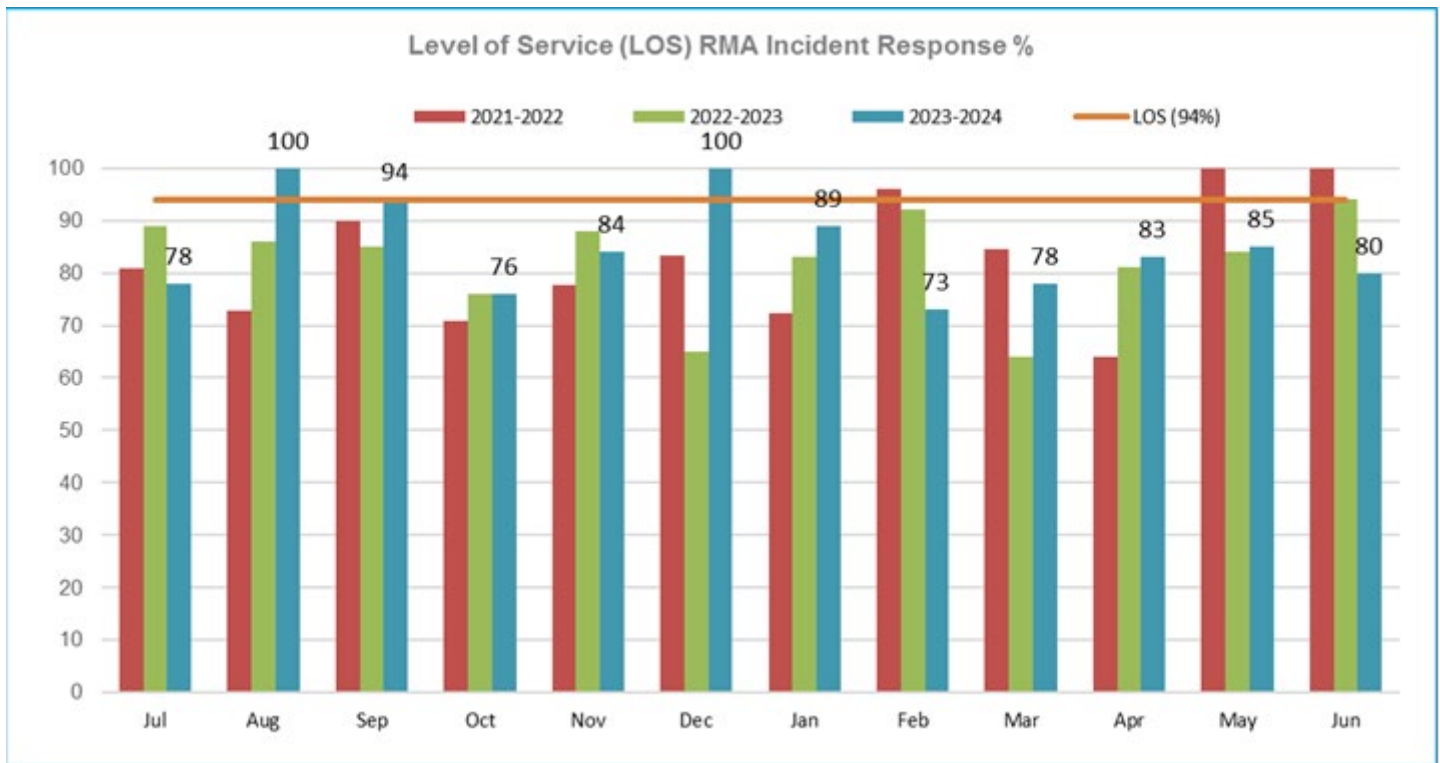
The following graph shows all Requests for Service (RFS) received monthly over the last three financial years by Monitoring. These RFS reflect all responsibilities held by Monitoring. The following sections break down those requests into areas of legislation.



Resource Management Act 1991

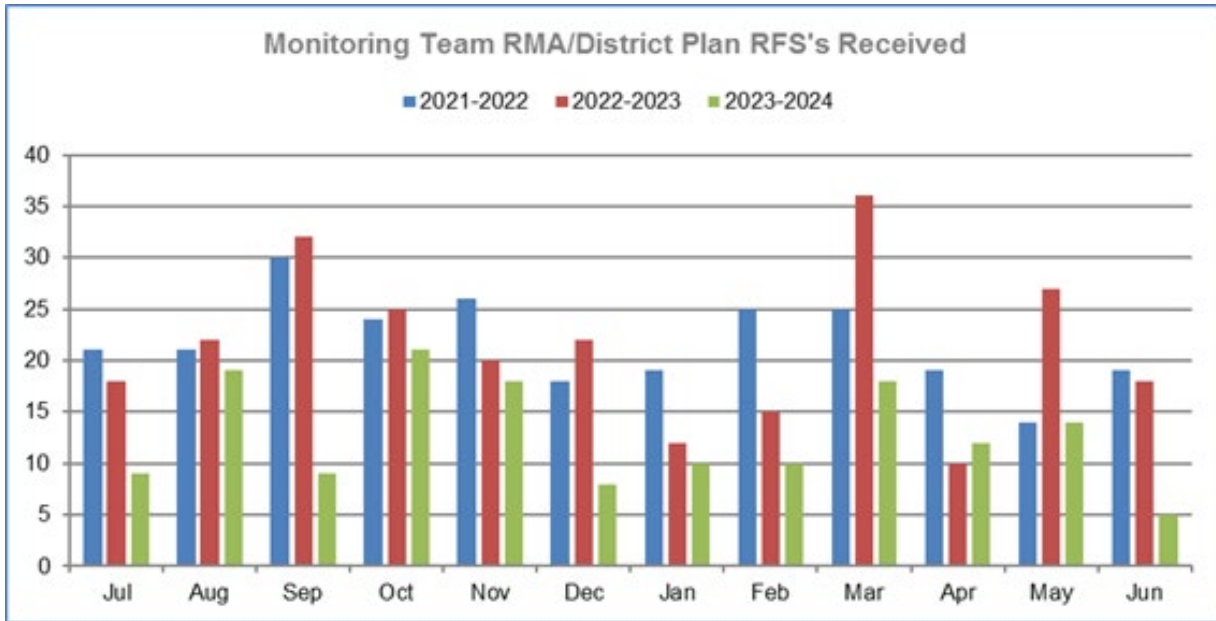
A large amount of the work undertaken by Monitoring falls under the Resource Management Act 1991 (RMA). This section reports the results of those responsibilities.

The LTP level of service for responding to RMA incidents is 93% of customers acknowledged within three working days. The table and graph below show what percentage of RMA incidents were responded to within three working days against the level of service of 93%. The level of service result for May 2024 achieved 85% and 80% for June 2024

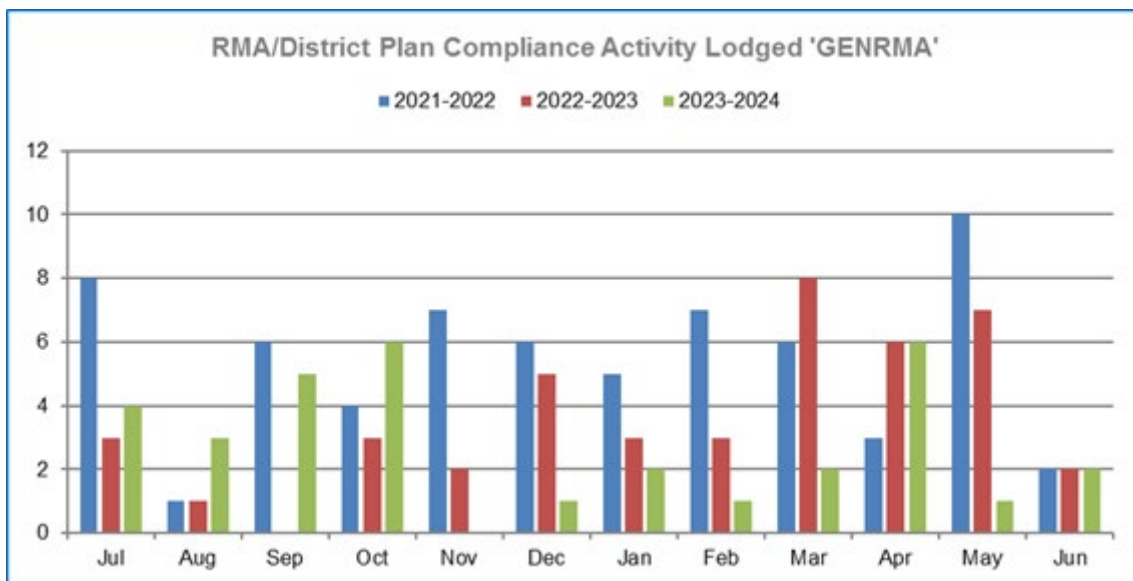


2024	On Time	Over Time	Grand Total	LOS %
May	16	4	12	85%
June	4	1	5	80%

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



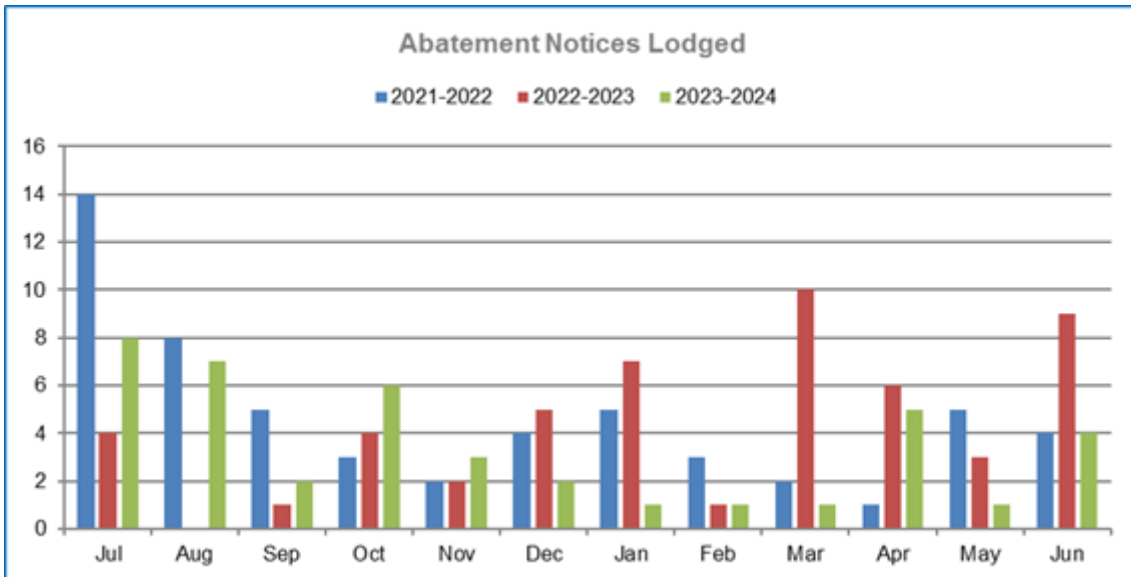
If an RMA/District Plan RFS results in further investigation, a new application is created in the Council system called a 'GENRMA' and research and evidence is recorded with case notes in support of any legal notices, such as abatement notices and environmental infringement notices. The graph below shows GENRMA lodged by Monitoring over the last three financial years. There were one GENRMA lodged in May 2024 and two in June 2024.



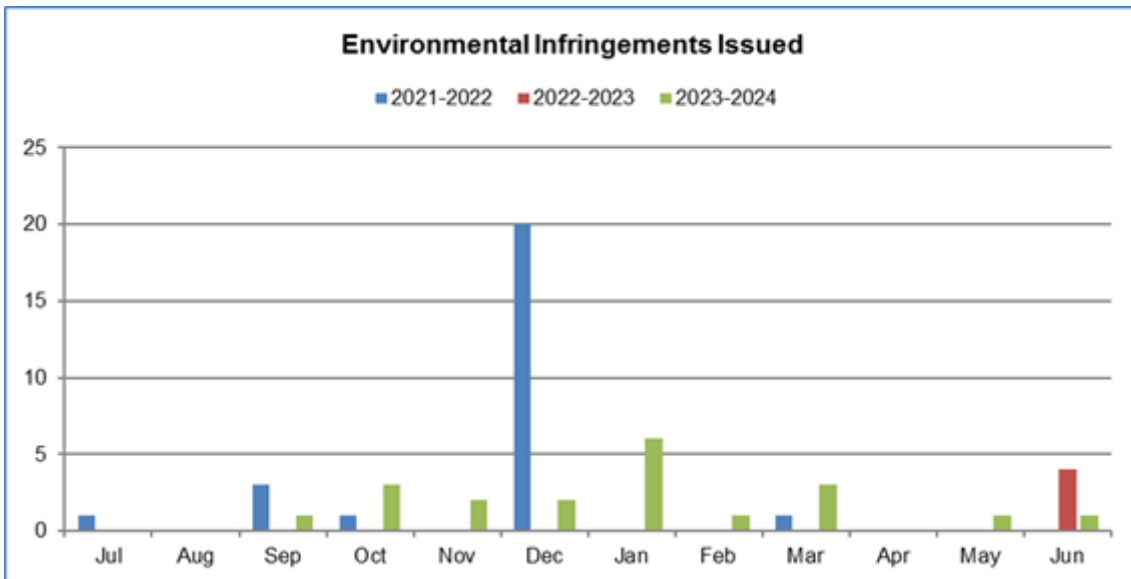
Although Monitoring's policy is to promote voluntary compliance with the District Plan, there comes a point in an investigation where it becomes necessary to escalate the enforcement process. The RMA allows a warranted monitoring officer to issue an abatement notice to direct an offender to do something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

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

There was one abatement notice issued in May and four in June 2024.



There was one Environmental infringement notice issued in May and one in June 2024



Resource Consent Monitoring

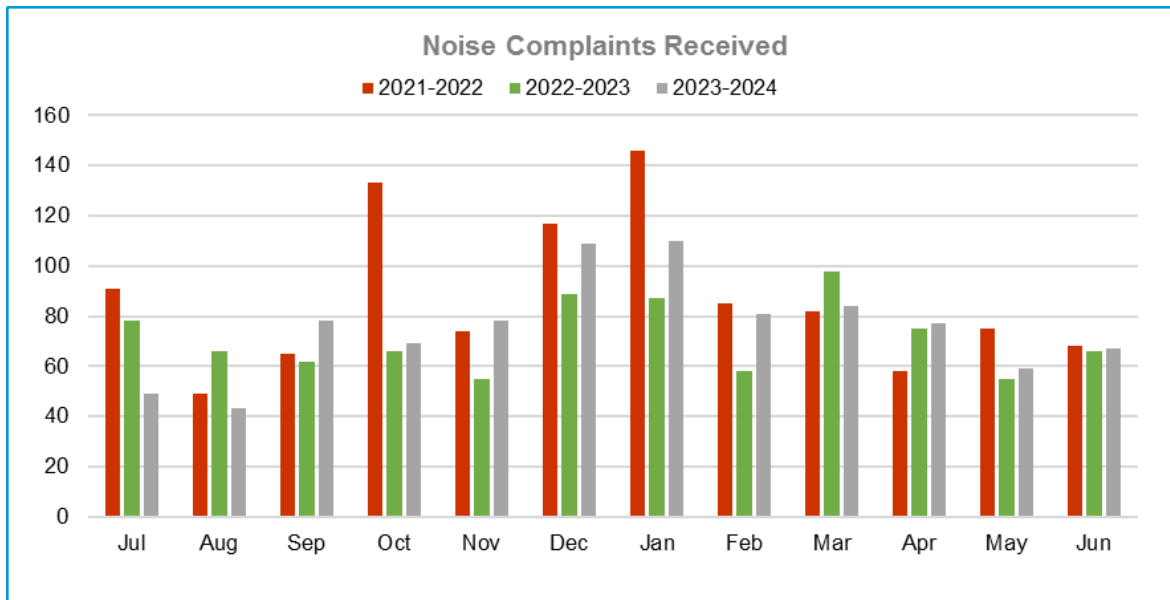
The resource consent monitoring role remains extremely busy with several areas being addressed. Current workflow includes:

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

There were 16 new Resource Consent Monitoring cases lodged in May 2024 and 15 in June 2024.

Noise

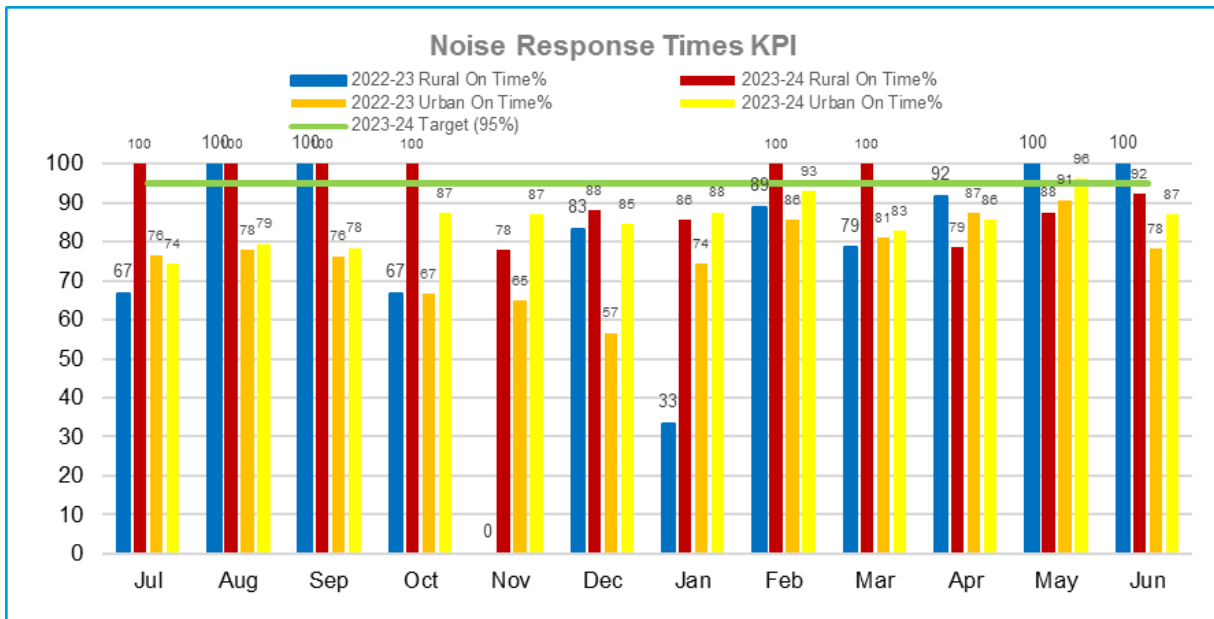
The control of noise pollution also falls under the RMA and is included in the Long-Term Plan (LTP) as a level of service (LOS). First Security are contracted by Council to attend noise incidents. As warranted officers they are authorised to enter land, issue excessive noise directives (ENDs) and seize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



In the RMA, the term excessive noise means any noise that is under human control and of such a nature as to unreasonably interfere with the peace, comfort, and convenience of any person (other than a person in or at the place from which the noise is being emitted). Noise assessment by First Security is subjective, rather than with measuring devices as the RMA only requires the noise to be deemed unreasonable. The action taken by First Security's officers vary depending on their assessment at the time. The table below shows First Security officers' action taken in May and June 2024.

Action Taken 2023-2024	March 2024	April 2024
Abatement Notice Issued	0	0
Excessive Noise Directive Issued	23	20
No Action Taken	33	40
Seizure Performed	0	0
Verbal Warning Issued	3	4
Grand Total	59	67

As per the Long-term Plan Levels of Service (LOS), First Security have a key performance indicator (KPI) of 95% of calls in the urban area attended within one hour and 95% of calls in the rural area within two hours. This is a challenging KPI due to the size and remoteness of the district. The graphs below show attendance times in relation to the LTP LOS KPI for First Security noise call outs in May and June 2024.

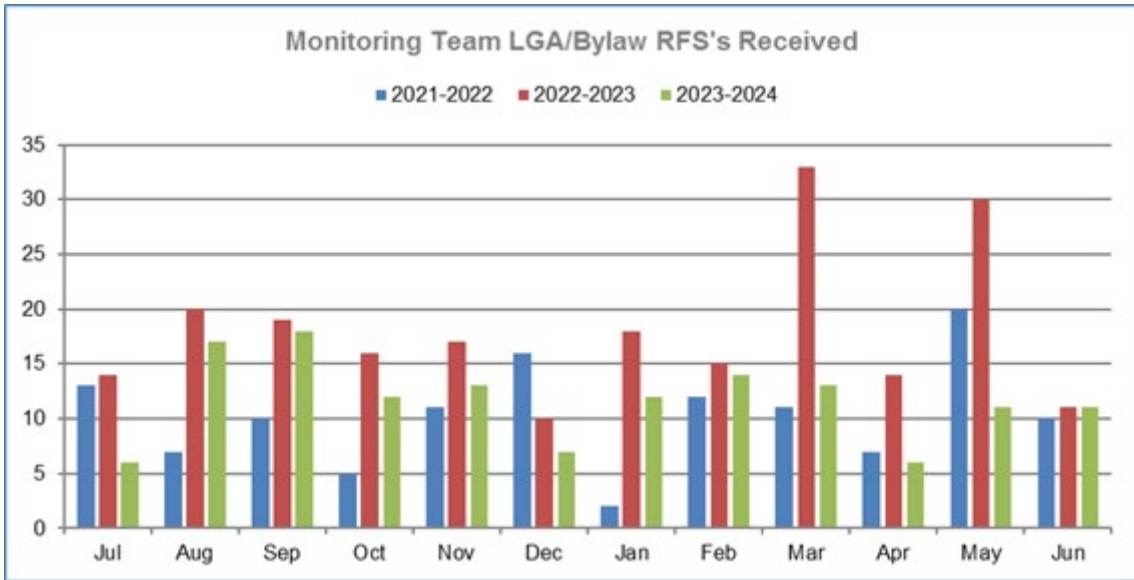


Noise response times	May 2024	Target 95%
Urban On Time	49	96%
Urban Over Time	2	
Rural On Time	7	88%
Rural Over Time	1	
Grand Total	59	

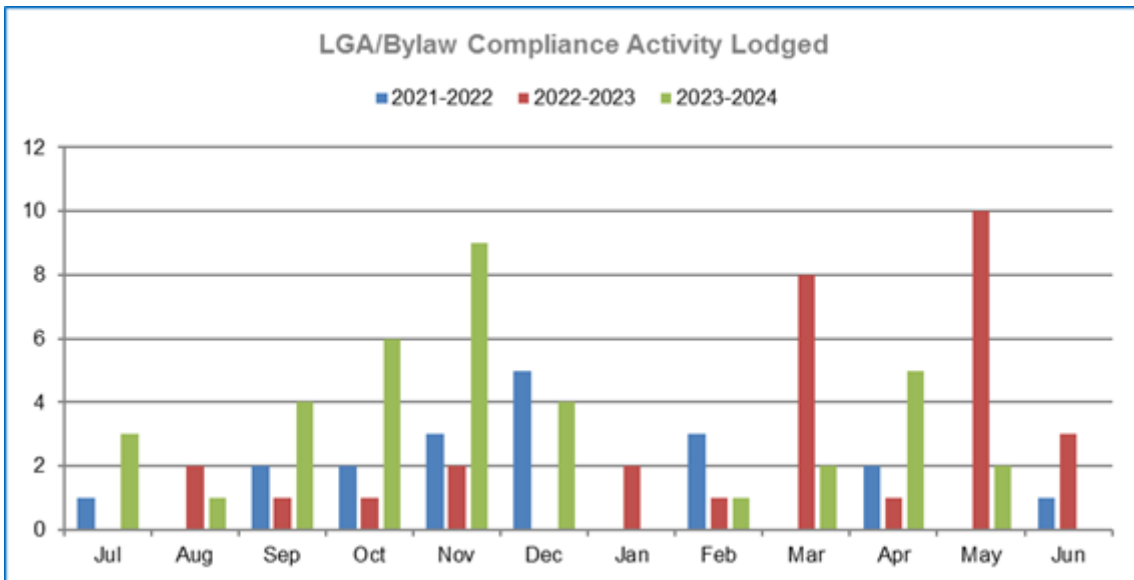
Noise response times	June 2024	Target 95%
Urban On Time	47	87%
Urban Over Time	7	
Rural On Time	12	92%
Rural Over Time	1	
Grand Total	67	

Local Government Act 1974/2002

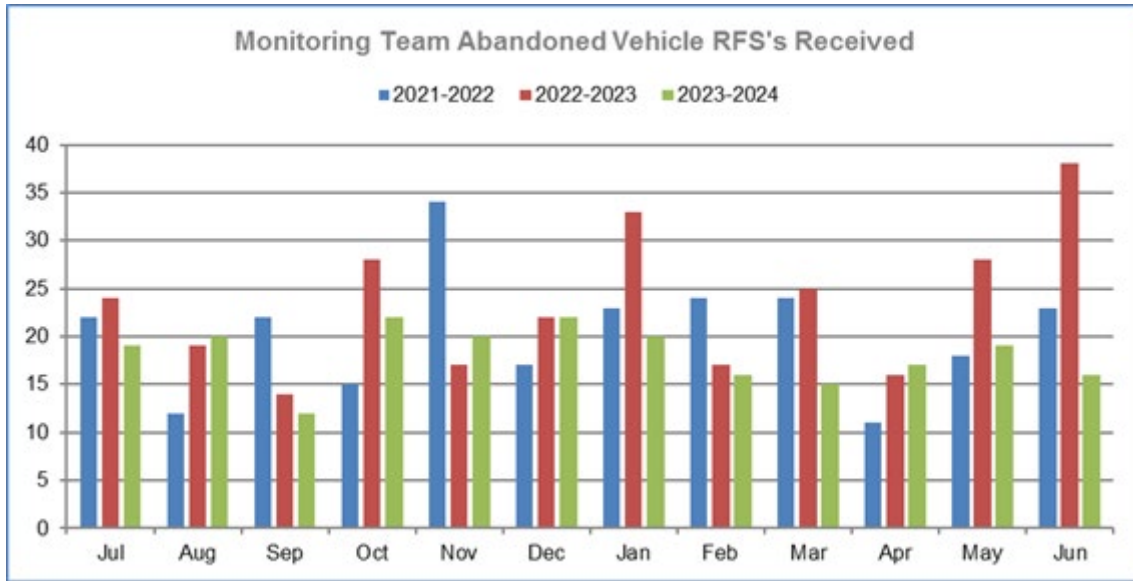
The Local Government Act (LGA) is the legislation behind most of the bylaws administered by Monitoring. The LGA can also be used for issues such as encroachments onto public places and roads. The next graph shows RFSS received by Monitoring for LGA/Bylaw incidents over the last three financial years.



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

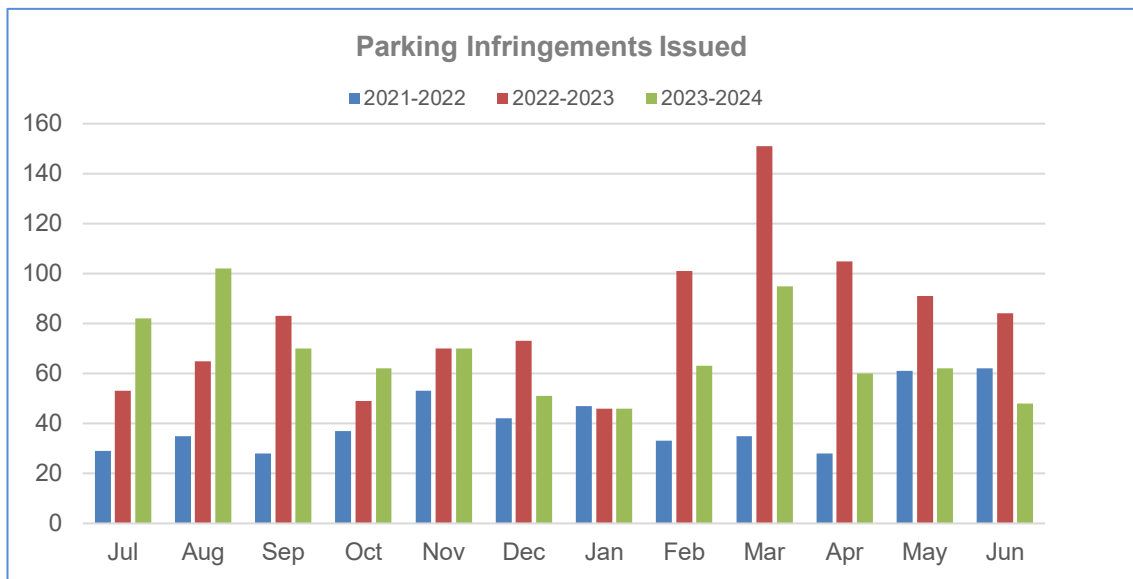


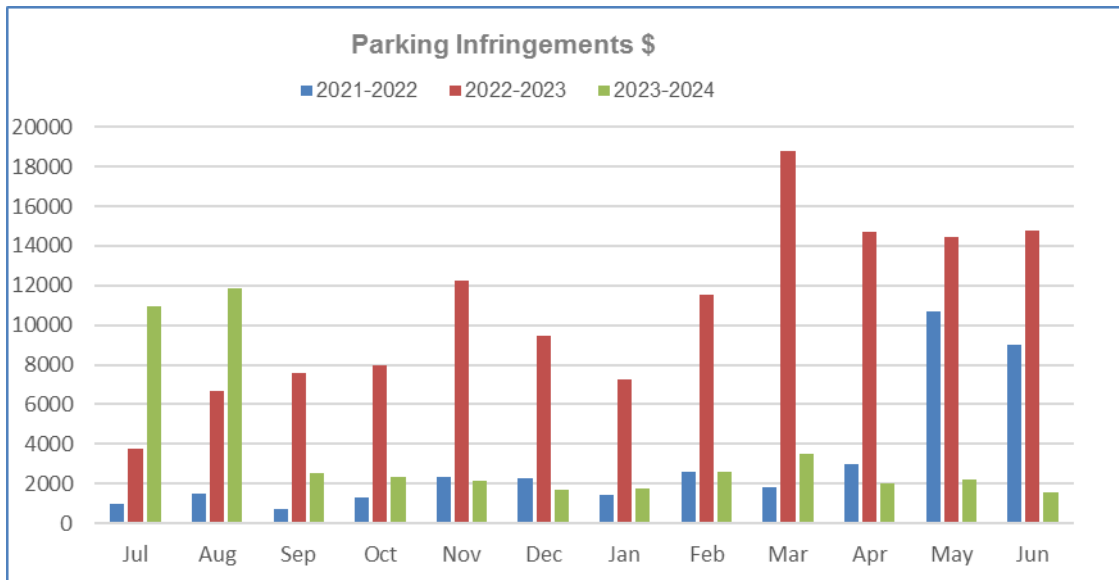
The following graph shows RFS received for the removal of abandoned vehicles. Section 356 of the Local Government Act 1974 authorises a territorial authority to remove abandoned vehicles under certain circumstances.



Parking

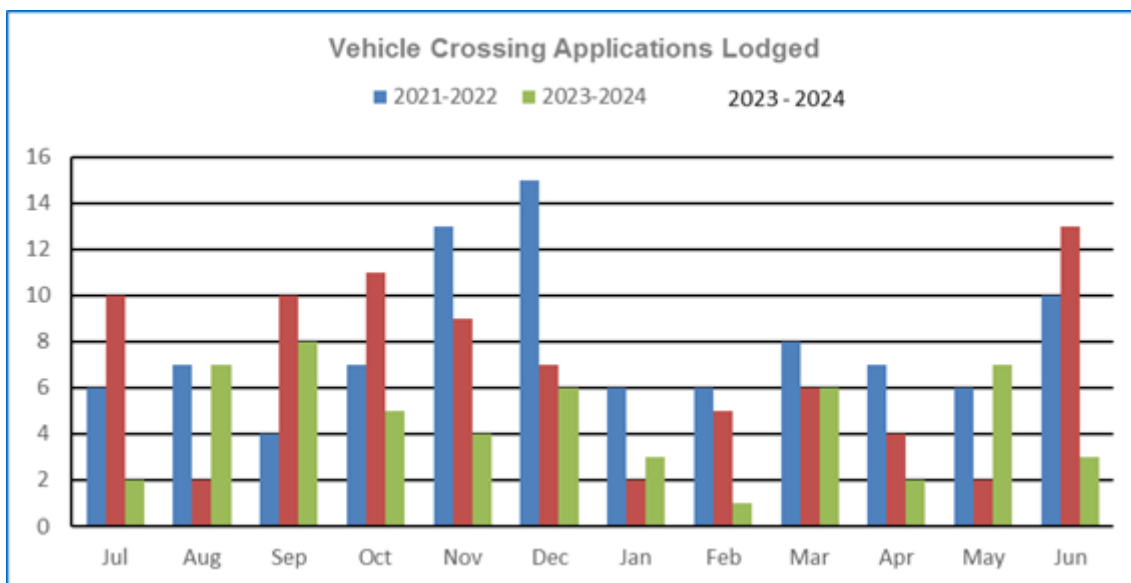
There were 62 parking tickets issued in May 2024 and 48 in June 2024.





Vehicle Crossing Applications

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



Road Use Bylaw Approvals

The Monitoring Team process approvals for alfresco dining, street stalls, hawker, site permits and mobile shops.

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

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

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

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

Alfresco dining approval applications are renewable on 1 July each year. The holder of an alfresco dining approval will be inspected on an annual basis. All current alfresco dining approval holders have been inspected in December.

Currently there are 21 businesses who hold a current alfresco dining approval.

Below is a list of the current alfresco dining approvals held by businesses across the District.

Approval Number	Description	Ward	
1	ALF-96	Burger Fiasko	Bay of Islands-Whangaroa
2	ALF-93	29 The Strand Limited T/A Seaside	Bay of Islands-Whangaroa
3	ALF-92	25 The Strand, Russell T/A Butterfish Limited	Bay of Islands-Whangaroa
4	ALF-83	Konnie's Kafe	Bay of Islands-Whangaroa
5	ALF-65	Kerikeri Lunchbox	Bay of Islands-Whangaroa
6	ALF-63	Avo Sushi	Bay of Islands-Whangaroa
7	ALF-50	Sushi Gallery	Bay of Islands-Whangaroa
8	ALF-49	Duke Of Marlborough Business Limited	Bay of Islands-Whangaroa
9	ALF-48	Cc's Cafe Cinema	Bay of Islands-Whangaroa
10	ALF-39	The Gables Restaurant	Bay of Islands-Whangaroa
11	ALF-37	Jimmy Jacks Rib Shack	Bay of Islands-Whangaroa
12	ALF-3	Fishbone Cafe	Bay of Islands-Whangaroa
13	ALF-98	Letz Café	Bay of Islands-Whangaroa
14	ALF-102	Spice Grill	Bay of Islands-Whangaroa
15	ALF-103	Rocksalt Restaurant & Bar	Bay of Islands-Whangaroa
16	ALF-104	EI Café	Bay of Islands-Whangaroa
17	ALF-88	Kaikohe Bakehouse Cafe	Kaikohe-Hokianga
18	ALF-99	A New Era Cafe	Kaikohe-Hokianga
19	ALF-68	Mussel Rock Cafe and Bar	Te Hiku
20	ALF-100	Jesse's On The Waterfront Cafe & Bar	Te Hiku
21	ALF-85	Beach Box Coffee and Gelato	Te Hiku

Customer Service – Ask Nicely

Monitoring team had 36 surveys sent out in May with a response rate of 41.7%. 11 satisfied and 3 not satisfied.

3.88

▲ 0.49



01 May 2024 - 31 May 2024

Company — Goal: Off



TOTAL RESPONSES	SATISFIED	NEUTRAL	NOT SATISFIED	SURVEYS SENT	RESP. RATE
16	● 11	● 2	● 3	36	41.7%

Monitoring team had 20 surveys sent out in Junel 2024 with a response rate of 40.0%. 3 satisfied and 3 not satisfied.

2.78

▼ -1.10



01 Jun 2024 - 30 Jun 2024

Company — Goal: Off



TOTAL RESPONSES	SATISFIED	NEUTRAL	NOT SATISFIED	SURVEYS SENT	RESP. RATE
9	● 3	● 3	● 3	20	40.0%

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

Requests For Service (RFS) Responses

430 RFS's were received for Animal Management in May, 47 urgent and 383 non-urgent.

292 RFS's were received for Animal Management in June, 53 urgent and 239 non-urgent.

Officers responded to urgent RFS (within 1.5 hours) and non-urgent RFS (within 3 working days).

Impounded Dogs

45 dogs were impounded in May 2024. 55 were released from the shelter. In terms of the dogs released 10 were claimed by their owners, 3 taken by a Rescue Group and 5 dogs adopted out to a new home. A total of 37 dogs were euthanised in May due to not being claimed by an owner and not meeting the criteria to be rehomed.

43 dogs were impounded in June 2024. 38 were released from the shelter. In terms of the dogs released 11 were claimed by their owners, 5 taken by a Rescue Group and 3 dogs adopted out to a new home. A total of 19 dogs were euthanised in June due to not being claimed by an owner and not meeting the criteria to be rehomed.

Infringements

There were 33 infringements issued in May by the Animal Management team:

- 24 x failure to register dog - s42
- 5 x not under control – s53(1)
- 2 x Failure to control and confine – s52A
- 1 x Wilful Obstruction of an Officer – s18
- 1 x breaching dog control notices – s20 (5)

There were 25 infringements issued in June by the Animal Management team:

- 7 x failure to register dog - s42
- 15 x not under control – s53(1)
- 1 x Failure to control and confine – s52A
- 1 x Wilful Obstruction of an Officer – s18
- 1 x breaching dog control notices – s20 (5)

The end of June 2024 saw a total of 8489 dogs registered across the district.

Environmental Health Services

Introduction

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

Environmental Health Services (EHS) is responsible for:

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

Levels of Service

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

The level of service for environmental health was amended to better express Council's commitment to the community.

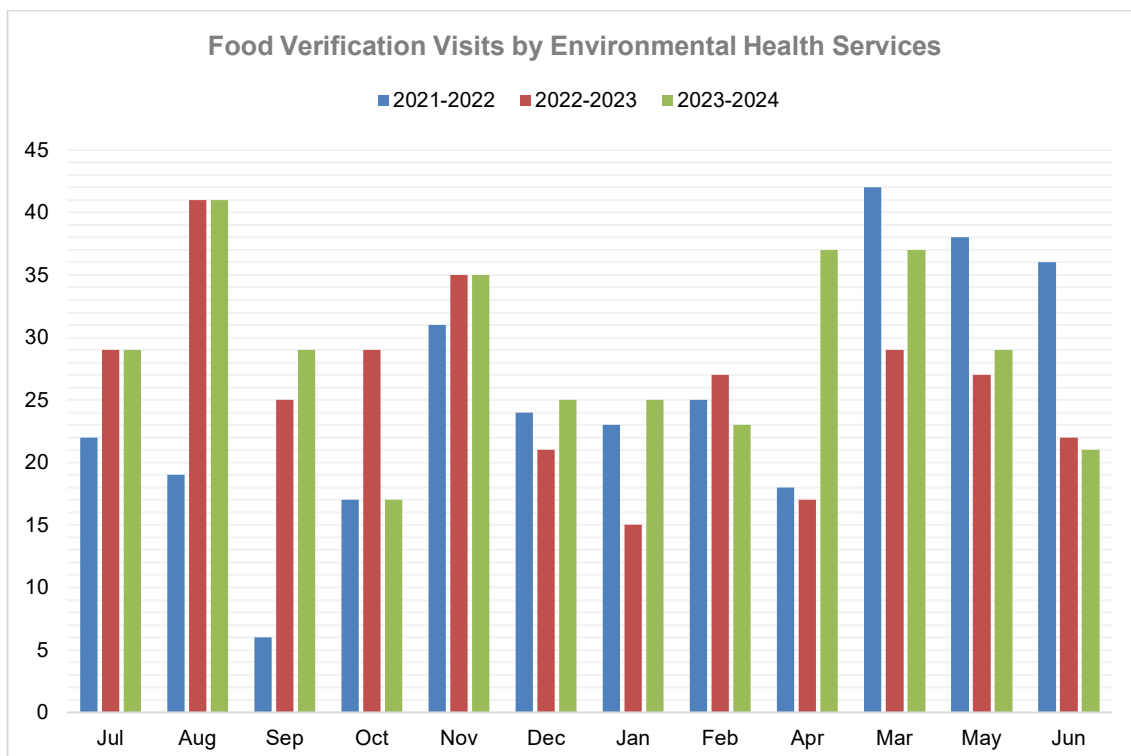
Target: ≥95% **This Month:** 93.8% **Last Month:** 94.9%

During May 2024, 29 verifications were scheduled. All of the scheduled verifications were completed.

During June 2024, 24 verifications were scheduled. Of the 24 scheduled verifications, 21 were completed.

3 verifications did not take place as the Operator cancelled. These verifications will be rescheduled for completion.

The following graph shows the number of verifications completed in May and June.



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

Target: ≥75% This Month: 109% Last Month: 83.3%

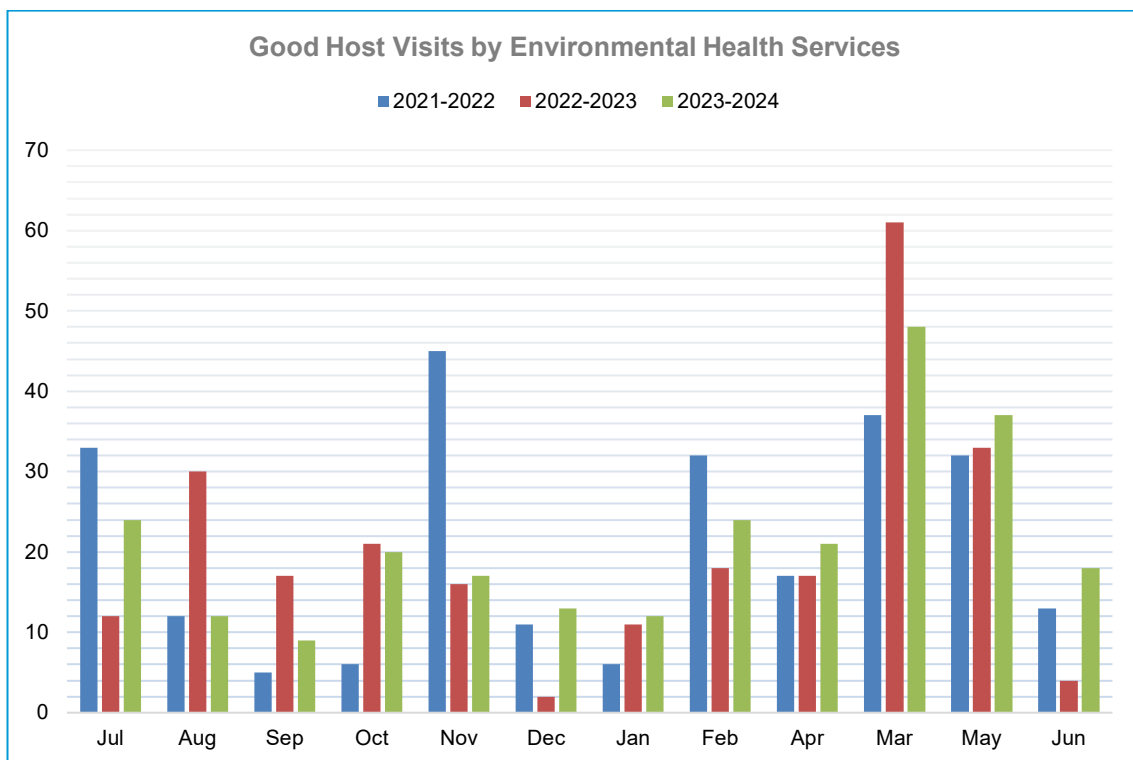
At present there are 262 licensed premises in the Far North District. 25 of these premises hold more than one alcohol licence and therefore will be visited on one occasion rather than separate visits, which will mean that EHS will complete 234 visits during 2023-2024.

During May 2024, 37 visits were completed by EHS.

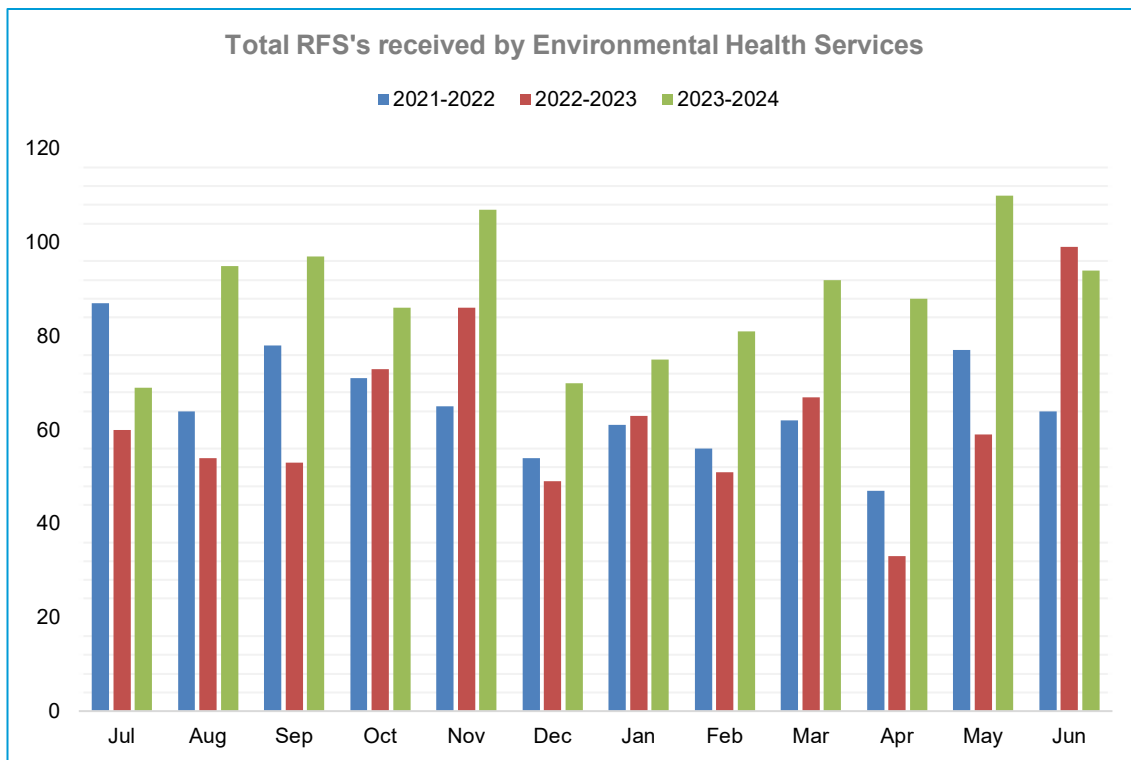
During June 2024, 18 visits were completed by EHS.

The EHS team completed all required annual visits of licensed premises during 1 July 2023 – 30 June 2024. The team did complete more than one visit at a premises for non-compliance purposes or where a new licence was issued recently.

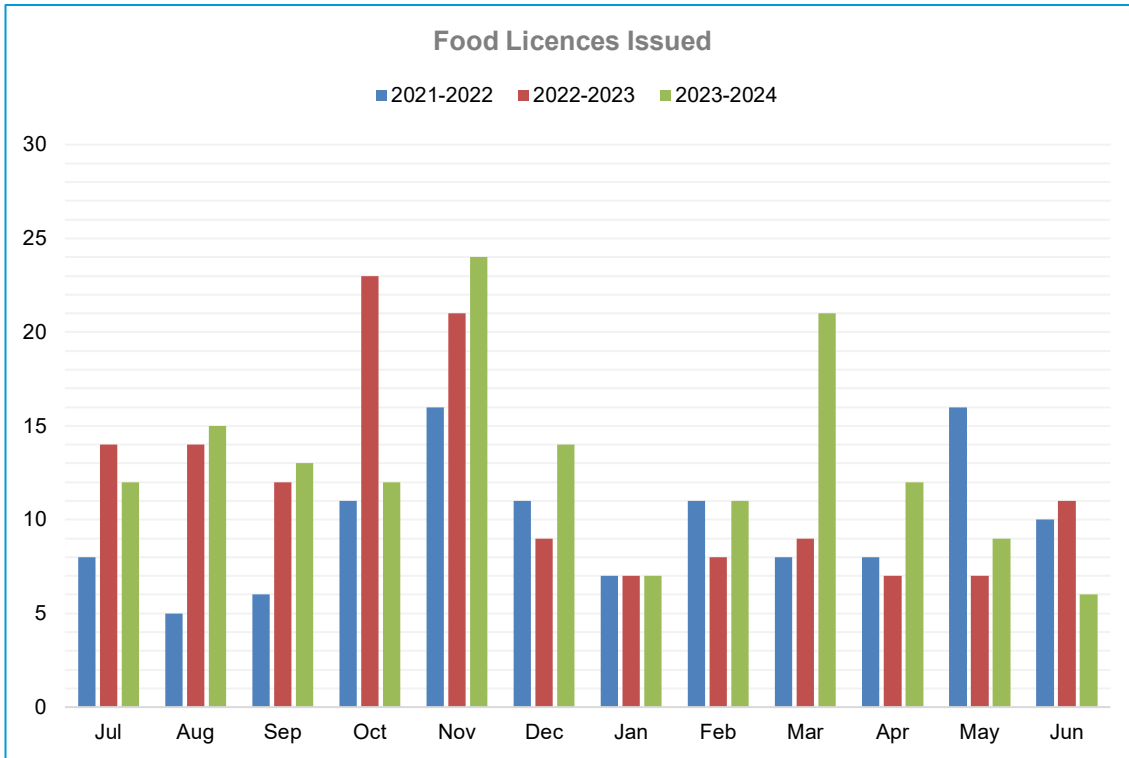
The following graph shows the visits completed in May and June.



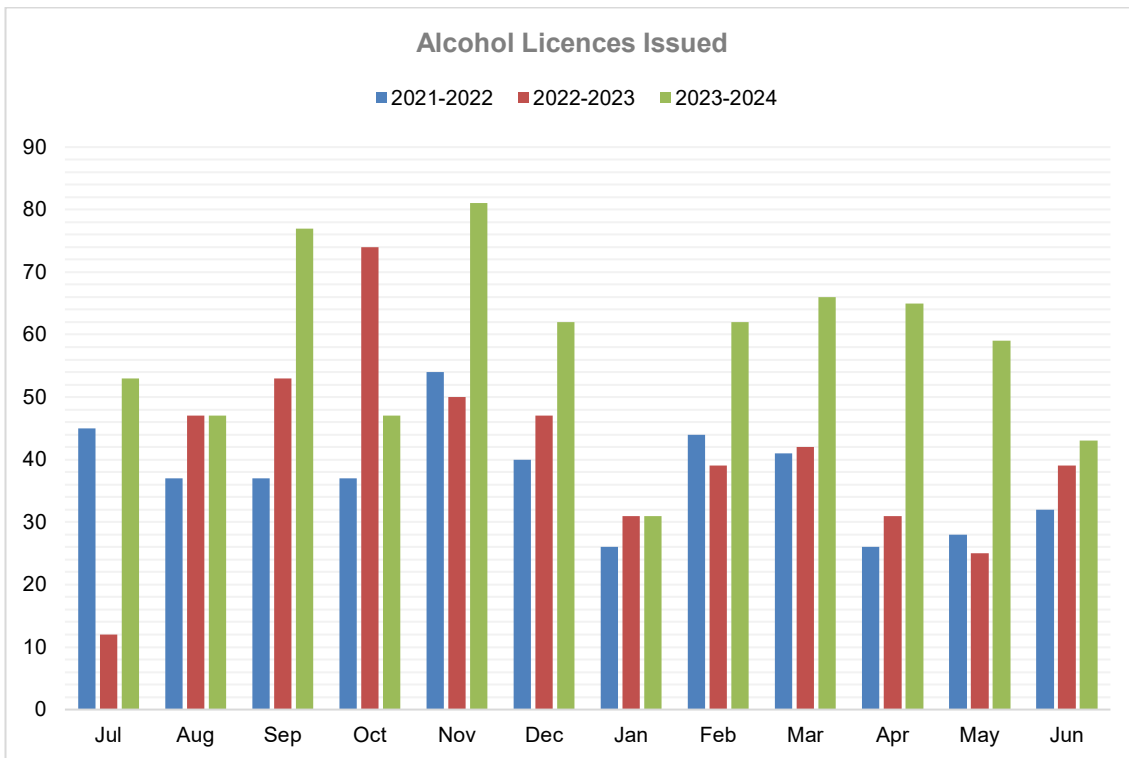
Requests for Service



Food Registrations Issued



Alcohol Licences Issued

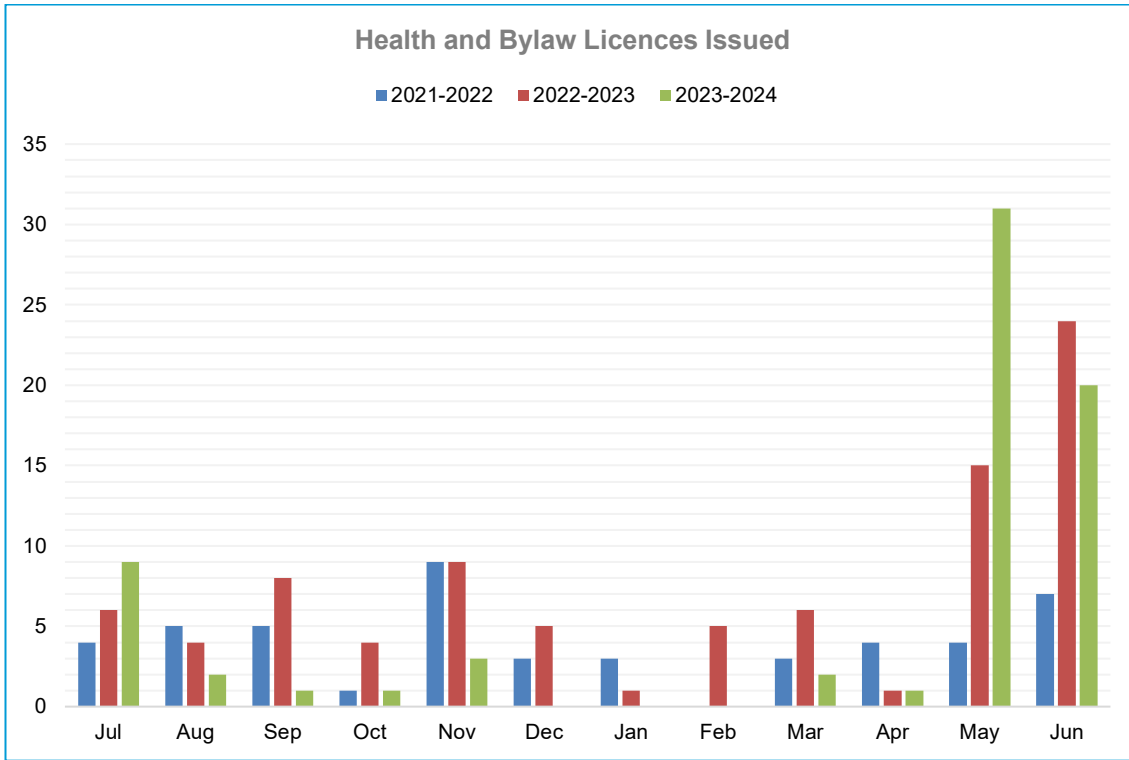


Health Licensing

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.

In May 2024, 31 health licences were issued. In June 2024 20 health licences were issued.

The following table shows the health licences issued in May and June:



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

Customer Service – Ask Nicely

In May 2024, the Environmental Health Services team had 66 surveys sent out with 26 responses received, giving the team a response rate of 39.4%. There were 20 satisfied customers, 4 neutral customer and 2 customers who were dissatisfied.

For May 2024 the Environmental Health Services team achieved an average rating of 4.19 out of 5.

4.19

▲ 0.53



01 May 2024 - 31 May 2024

Company — Goal: Off



TOTAL RESPONSES	SATISFIED	NEUTRAL	NOT SATISFIED	SURVEYS SENT	RESP. RATE
26	● 20	● 4	● 2	66	39.4%

In June 2024, the Environmental Health Services team had 41 surveys sent out with 17 responses received, giving the team a response rate of 41.5%. There were 13 satisfied customers, 3 neutral customer and 1 customer who was dissatisfied.

For June 2024 the Environmental Health Services team achieved an average rating of 4.12 out of 5.

4.12

▼ -0.07

01 Jun 2024 - 30 Jun 2024

Company — Goal: Off



TOTAL RESPONSES
17

SATISFIED
● 13

NEUTRAL
● 3

NOT SATISFIED
● 1

SURVEYS SENT
41

RESP. RATE
41.5%

EHS Quarterly Newsletters – Winter 2024

On 12 June 2024, the EHS team published the “Winter Alcohol Licensing” newsletter. This can be found on the Council website at: https://www.fndc.govt.nz/_data/assets/pdf_file/0022/29614/He-Karere-Waipiro-Alcohol-Newsletter-Winter-2024.pdf

On 12 June 2024, the EHS team published the “Winter Food Business” newsletter. This can be found on the Council website at: https://www.fndc.govt.nz/_data/assets/pdf_file/0021/29613/He-Kai-Karere-Food-Newsletter-Winter-2024.pdf

Collaboration with Agencies

On 10 June 2024, the EHS Team facilitated a meeting with Kaipara District Council, Whangarei District Council, NZ Police, Te Whatu Ora and Fire & Emergency NZ. The purpose of this meeting was to connect, collaborate and work together going forward to reduce alcohol harm in Northland. The agencies will meet every quarter. The EHS team believe this on-going collaboration will be valuable to reducing alcohol harm in Northland and ensure our Communities thrive in a safe environment.

Resource Consents

This section contains performance information for the Resource Consents department.

Introduction

The Resource Consents Team is responsible for performing the Council's statutory duties, functions, and responsibilities in relation to the regulatory consenting functions under the Resource Management Act (RMA), Local Government Act (LGA) and other legislation.

Whether they relate to RMA, LGA, or other statutory consenting functions, most applications move through a process that includes the following phases:

Pre Lodgement Process	• Responding to public enquiries and holding pre-application meetings
Applications Received	• Log and acknowledge applications, notifying iwi and interested parties
Initial Review & Allocation	• Review applications and assign to planners and technical experts
Detailed Assessment	• Evaluate against District, Regional, and National planning provisions
Decisions & Approval	• Grant or decline consent applications (with or without notification or hearing)
Post-Approval	• Detailed engineering approvals and ensure compliance with conditions

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 Resource Management Act 1991.

Contribution to community outcomes



Communities that are healthy, safe, connected and sustainable



A wisely managed and treasured environment that recognises the role of tangata whenua as kaitiaki



Proud, vibrant communities

Resource Consents

Figure 1 below illustrates the total number of applications received under the Resource Management Act 1991 (RMA) and the Local Government Act, by month, over the last five years. Planning support lodged 74 applications in June 2024, compared to the June average of 125.

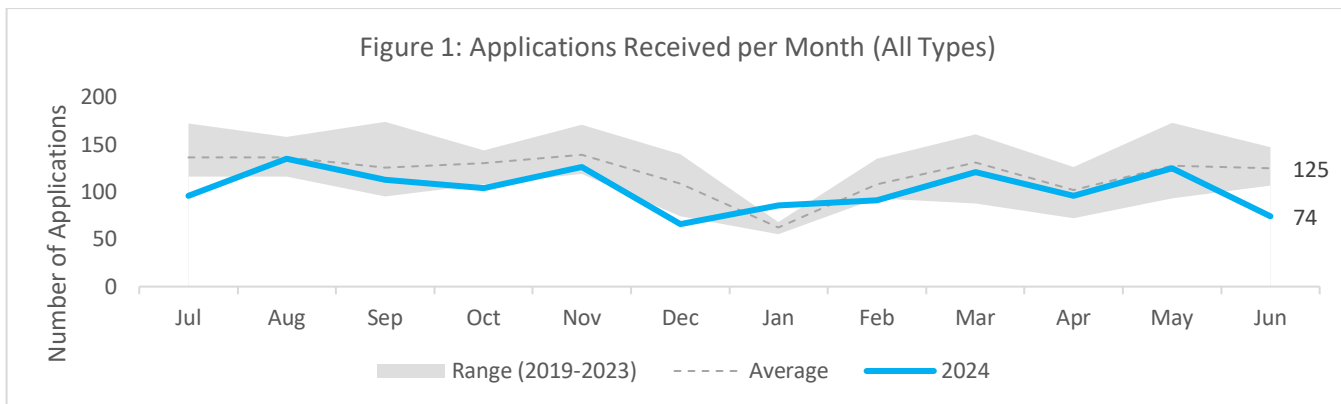
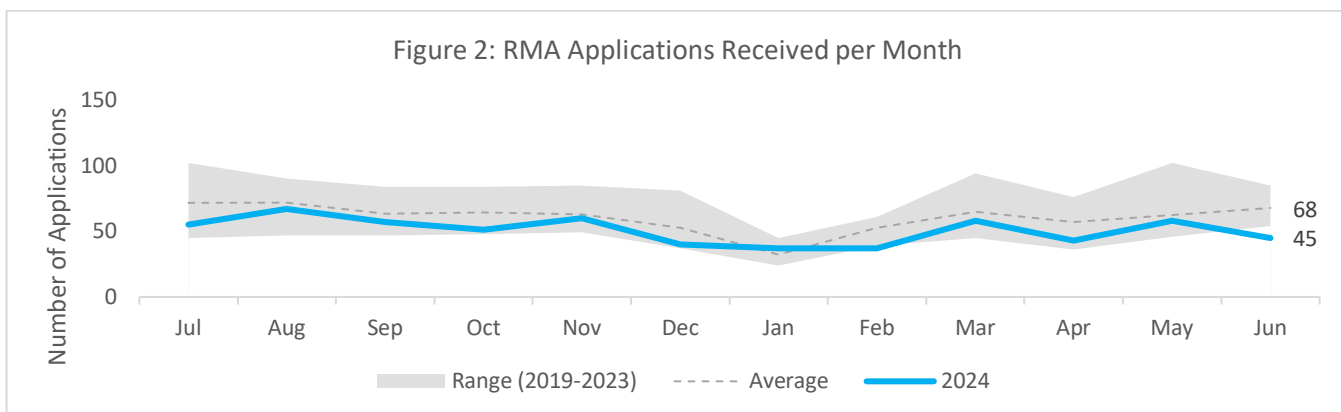
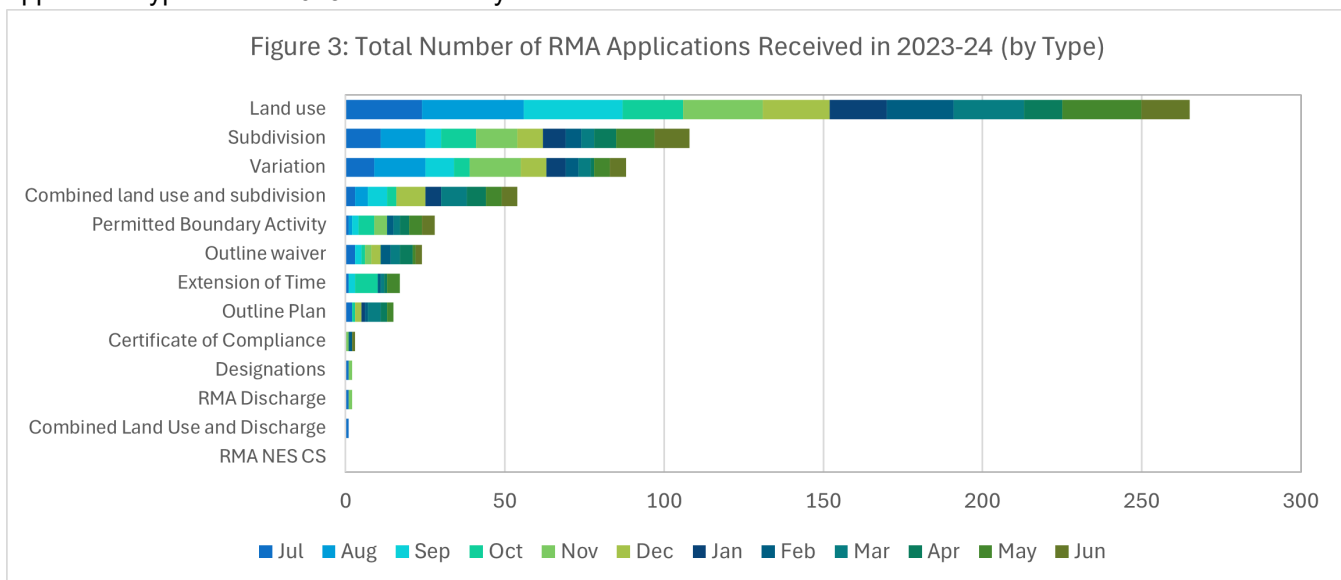


Figure 2 shows the total number of RMA applications* received each month since 2019. A total of 45 resource consent and associated applications were lodged this month. This shows a slight drop off in volume compared to the June average of 68 over the preceding 5 years.



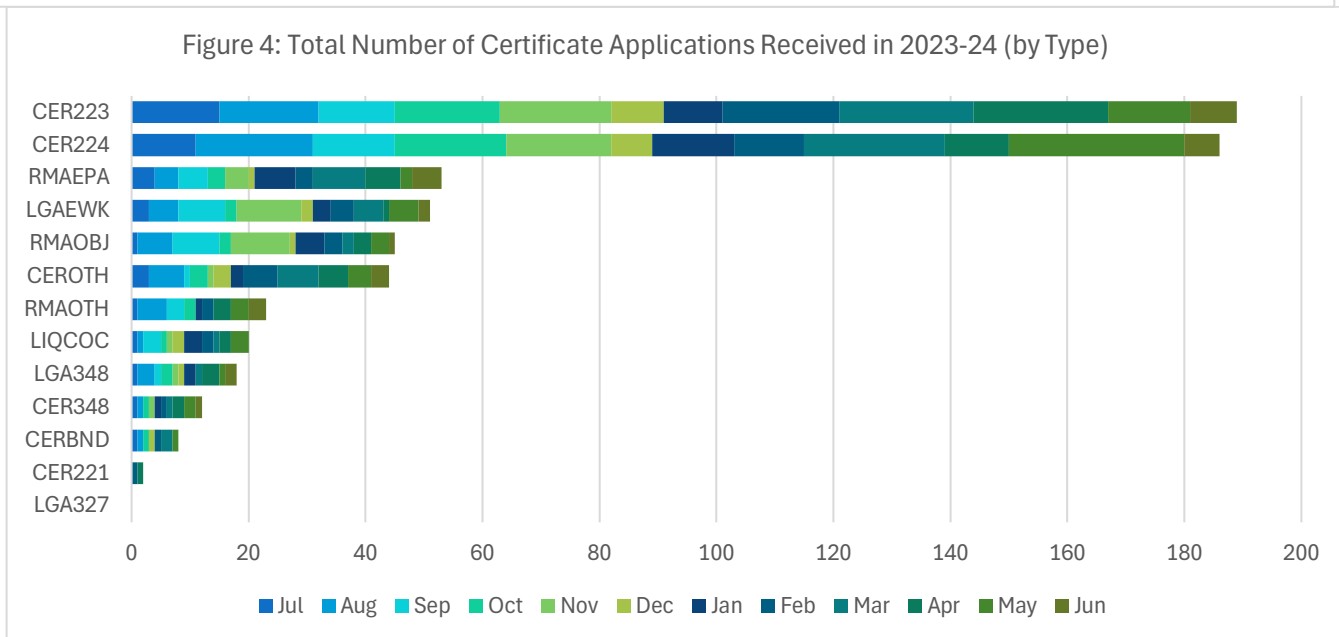
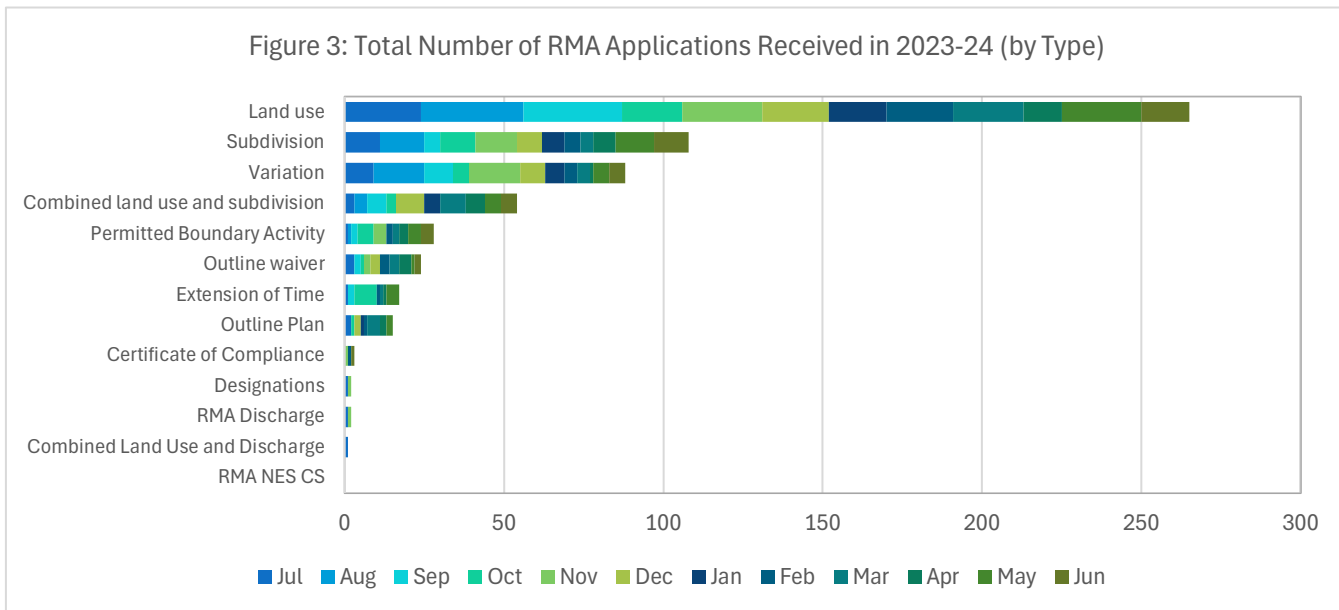
*Refers to RMA applications lodged that have statutory timeframe reporting but excludes certificates.

The types of RMA applications required to be reported to the Ministry for the Environment (MfE) in relation to compliance with statutory timeframes vary in complexity. Figure 3 below illustrates the relative volumes of each application type for the 2023-24 financial year:



Certificate Applications Received

In addition to the statutory application consenting functions, the RC Team performs numerous compliance certification functions under the RMA, LGA, and other legislation. Figure 4 details the cumulative number of certificate and other applications (by type) received monthly for the financial year ending Jun2 2024:



Note: Figure 4 above includes CERBND (1) applications which are not included in the BI reporting presented in the applications lodged section above.

Decisions issued

May Decision Metrics

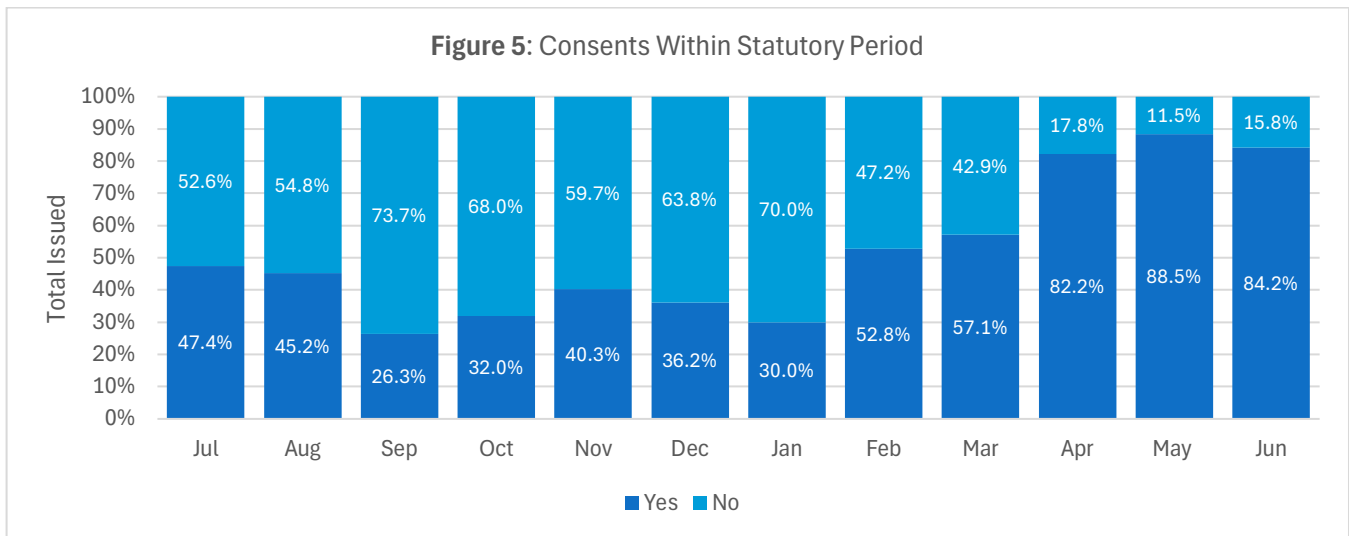
The Resource Consents team issued 113 decisions under the RMA and LGA in May, of the 133 decisions, 52 were RMA applications required to comply with statutory timeframes and recorded by the Ministry for the Environment (MfE). 6 consents were outside statutory timeframes and 46 consents within statutory timeframes in May, resulting in 88.46% compliance rate.

June Decision Metrics

The Resource Consents team issued 98 decisions under the RMA and LGA in June of the 98 decisions, 38 were RMA applications required to comply with statutory timeframes and recorded by the Ministry for the Environment

(MfE). 5 consents were outside statutory timeframes and 33 consents within statutory timeframes in June, resulting in 86.84% compliance rate.

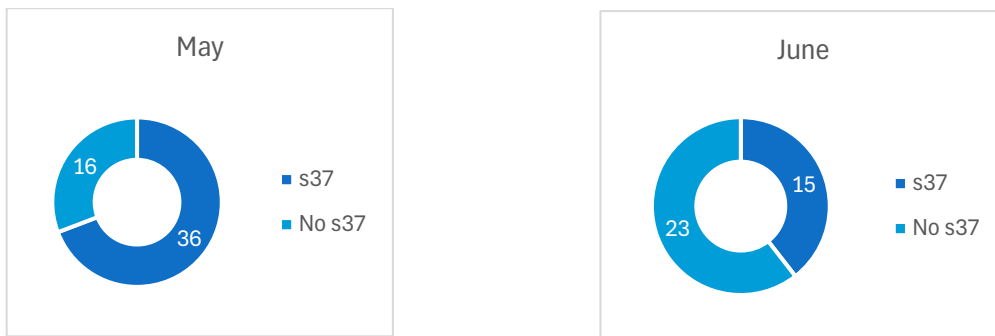
The Resource Consents Performance graph below* shows compliance for the previous 12 months. The overall low compliance rate is a direct effect of large volumes of applications, reduced consultant processing capacity and staff vacancies in 2022 which resulted in a high number of applications being allocated late and ongoing delays in decisions.



*NOTE: This is a snapshot as of 2nd July 2024 and may be subject to change due to objections, corrections, or administrative amendments.

Application of s37 to extend time frames.

Of the 52 RMA applications being processed in May 2024, 36 of them had applied s37, and of the 38 RMA applications signed off in June 15 had applied s37 of the Resource Management Act to extend timeframes. Refer Figure 6 and 7 below.



Figures 6 and 7: application of s37 during May and June 2024.

Location of Subdivisions Completed

A total of 22 subdivision completion (s224) certificates were issued in June 2024. The breakdown by Ward was 12 in Te Hiku, 4 in Kaikohe-Hokianga, and 6 in Bay of Islands-Whangaroa, as illustrated on the map below:

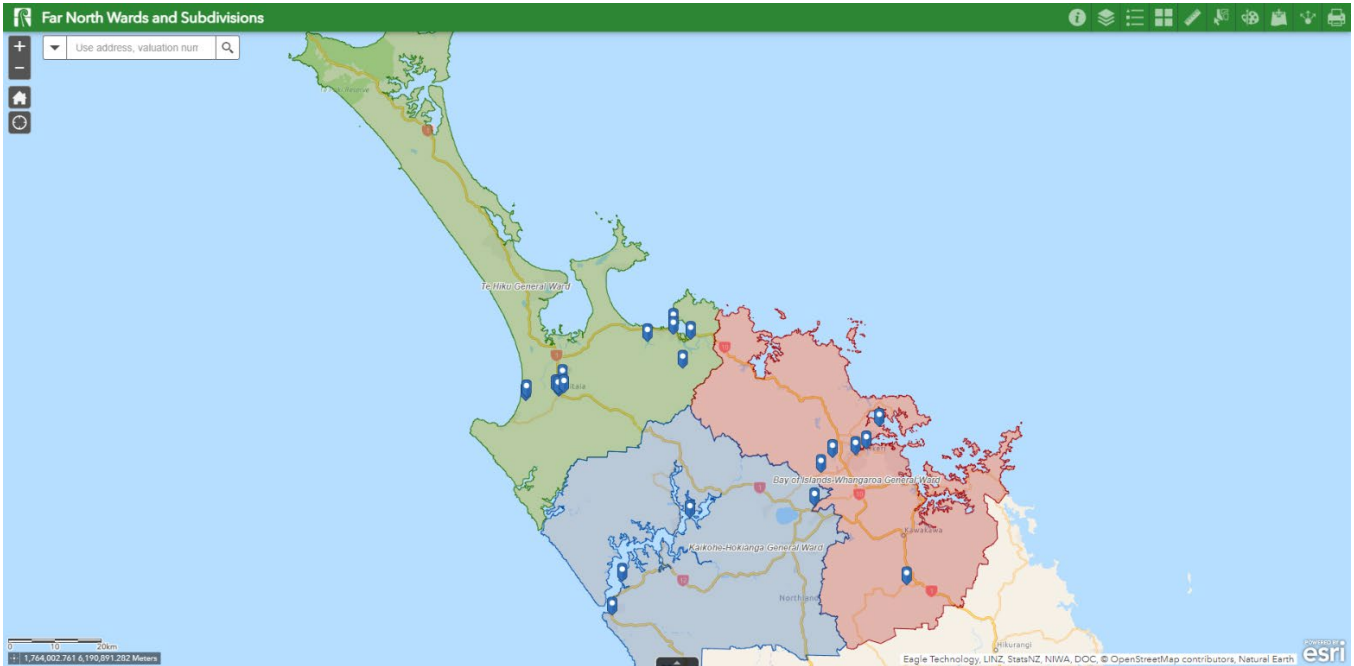


Figure 8: Location of subdivision development by ward for May 2024.

In May a total of 15 subdivision completion certificates were issued. Of these, 10 were in Te Hiku, 1 in Kaikohe-Hokianga, and 4 in Bay of Islands-Whangaroa, as shown on the map below:

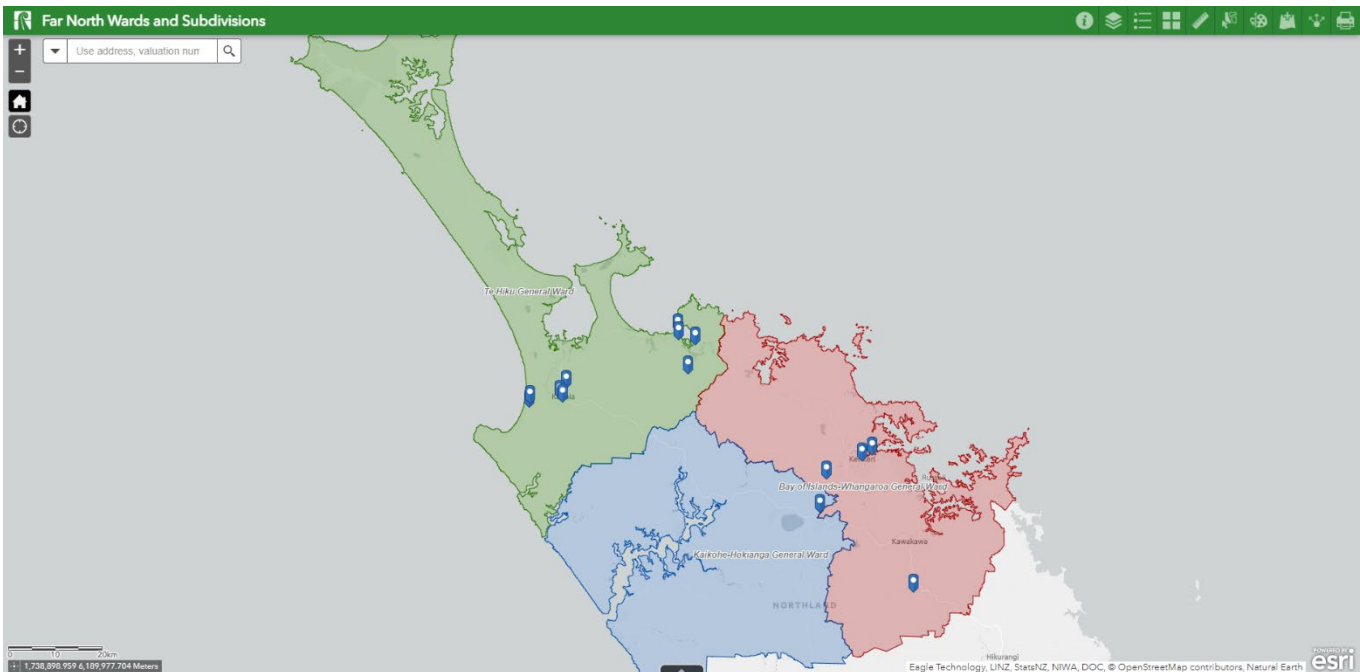


Figure 9: Location of subdivision development by ward for June 2024.

Trends, News and Success Stories

Taiao Environmental Portal for GIS

A long-awaited GIS portal for Resource consents to be displayed visually has reached a significant milestone and is now being tested by users for adequacy. This will allow Tangata Whenua to view resource consents spatially in an easily accessible, visual way that supports good decision making as interested parties on non-notified applications.

Resource Consents Viewer App

The updated resource consents app is now in LocalMaps (at the very bottom of the gallery) under the title: Resource Consents Viewer (FNDC). This is a very exciting milestone for the Resource Consents Team and the District plan team who can now begin to see patterns of development across the district.

Hearings

There was one hearing held in June 2024 for a Wine tasting room on Paewhenua Island, State Highway 10, Mangonui associated with an existing vineyard located on the island (Dancing Petrel). The Commissioners have not issued a decision at the date of writing this report.

Environmental Court Hearings

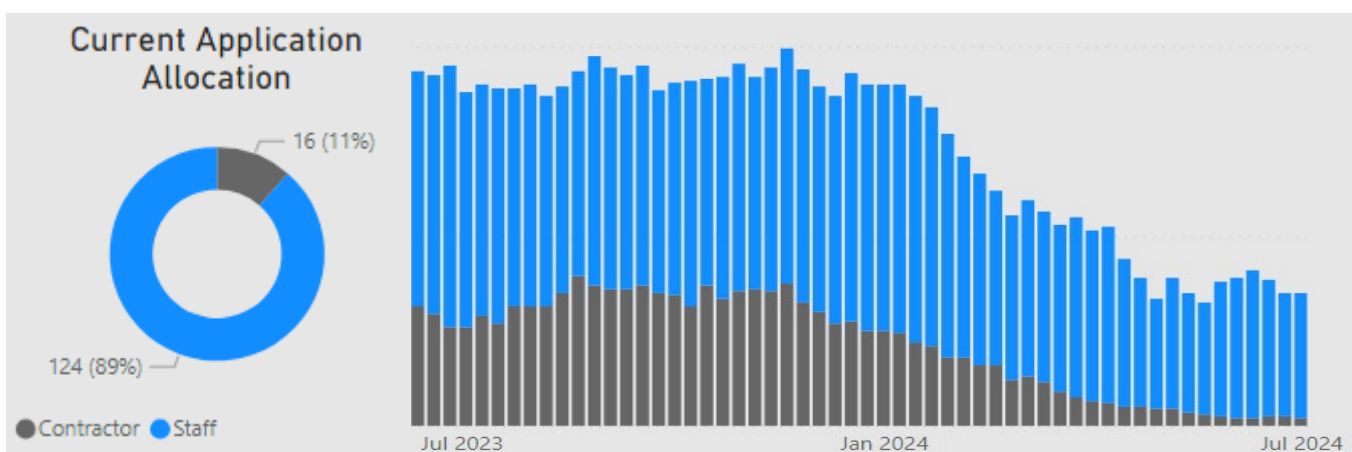
The Environment Court released the decision on the Neil Construction Limited appeal for a 119 lot rural residential subdivision on Kapiro Road, Kerikeri. The appeal was allowed. The application for resource consent had been previously refused by Independent Commissioners on behalf of Council in July 2022.

Notice of Appeal has been received of an appeal made to the Environment Court by submitters involved in the Medical Centre (with associated chemist, retail and café activities) recently approved on State Highway 10 outside of Kerikeri.

Processing Timeframes

The graph below is a good visual representation of the decrease in the use of consultants for processing resource consents which was at a high in 22/23 and now dropping down to zero consents allocated to consultants in the last 8 weeks.

Figure 10: Proportional split of applications allocated to staff versus consultants (2023-24 Financial Year)



The RC Team has been dedicated to increasing performance across all aspects of the business, and the metrics show the results of this effort. The number of days taken to process applications (whether measured in working days or calendar days) has been on a positive downwards trend for the 2023/24 financial year, as illustrated below:

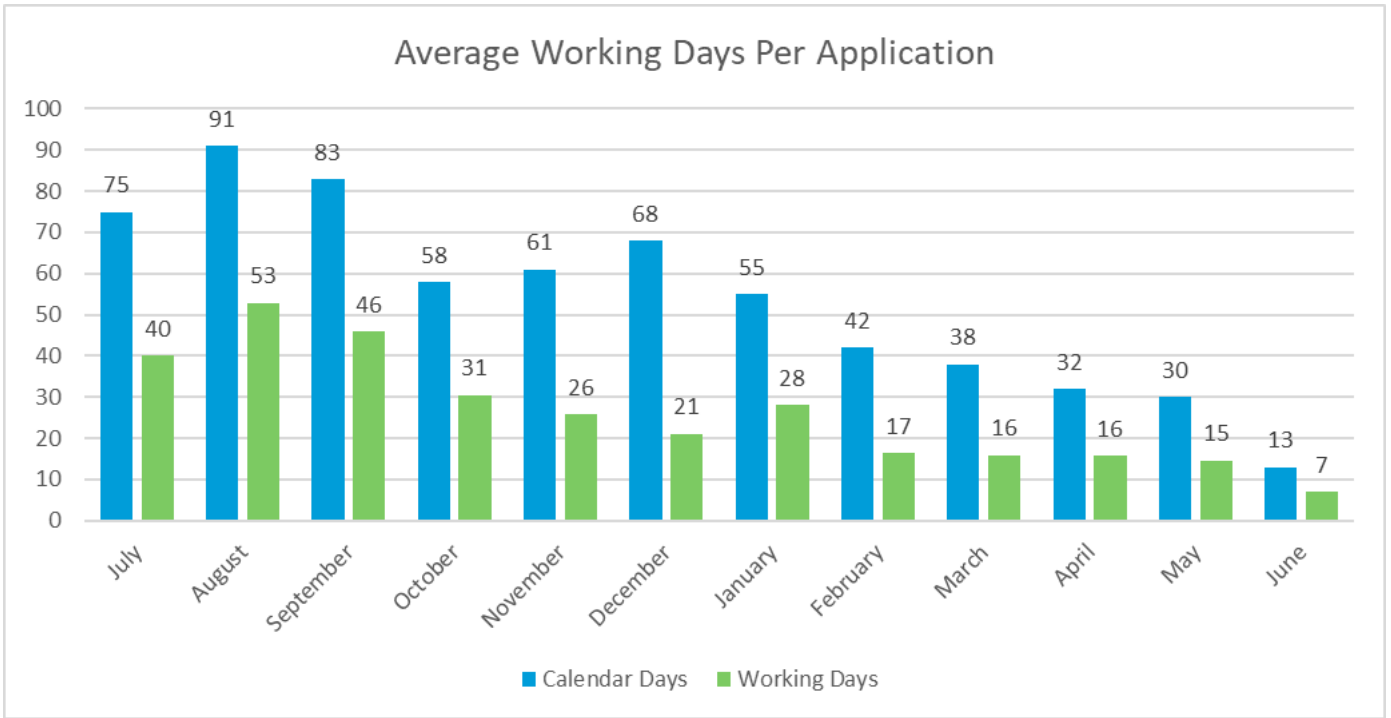


Figure 11: Average Working Day per application

However, it will be some time yet before the legacy consent applications (the huge influx of applications hoping to beat the changes being made through the Proposed District Plan) have fully worked through the system. To get greater transparency around the impact these legacy applications have on our performance statistics going forward, in future reports we will include graphics that show how many of these aged consent applications are remaining in the system.

The graph below is a 'prototype' that we will be further refining in future reports, so we would be happy to receive feedback from the Committee regarding its usefulness.

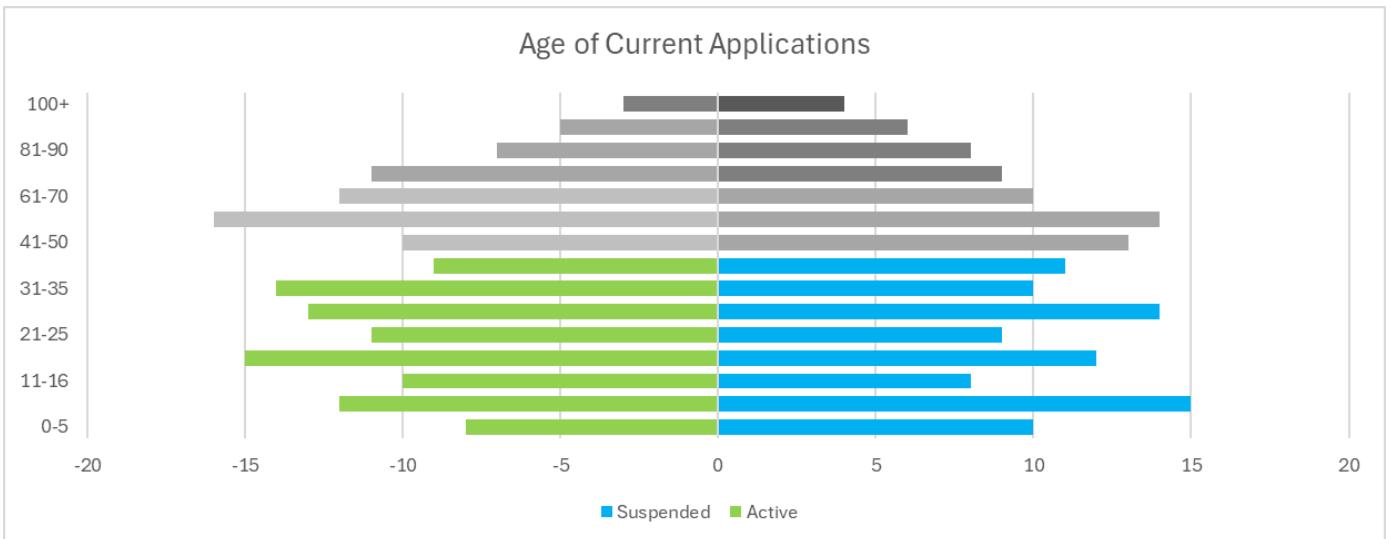


Figure 12: Age of legacy applications

Use of commissioners' vs internal staff for delegated authority

The number of RMA applications being received for review and sign off in May works out at average of 13 per week. June showed a small drop with an average of 10 decisions signed off per week. The proportion of decisions signed off by a commissioner sits at approximately 80/20. The number of applications being able to be signed off by internal staff is increasing, however the use of independent commissioners will still be required from time to time, to provide

an independent review of applications that have an internal conflict of interest or for more complex applications that requires time to review that is not available to internal staff.

This compares to May 2023 where on average 18 RMA decisions were signed off on average per week, and June 2023 where 1 decision were signed off every week.

With an average time of 3 hours required to be spent on each application by the delegated authority this works out at 39 hours per week for May 2024 and 30 hours per week for June 2024.

Staffing

Following a very busy and successful recruitment campaign the resource consents team is close to being fully staffed. The most recent recruitments include Team Leader Resource Consents Nick Williamson



Nick brings with him 30 years' experience in resource management and planning, about half of that in Tai Tokerau (in various roles). Nick consulted to FNDC based in the Kaitia Office from 2004-2009 and was Team Leader District Plan & Policy at Whangarei District Council from 2009-2014.

We also welcome two new consent engineers to our Ishan Koshatwar who on the 24 May 2024 and Kubra Dundar who will start August 19 2024.

resource
team
started

There are currently 4 positions vacant across the teams, which are being actively recruited to:

- Senior Engineer Resource Consents (Permanent)
- Senior Planner Resource Consents (Permanent)
- RMA Support Officer (Permanent)
- Senior Planner Resource Consents (Fixed term – Maternity Leave Cover)

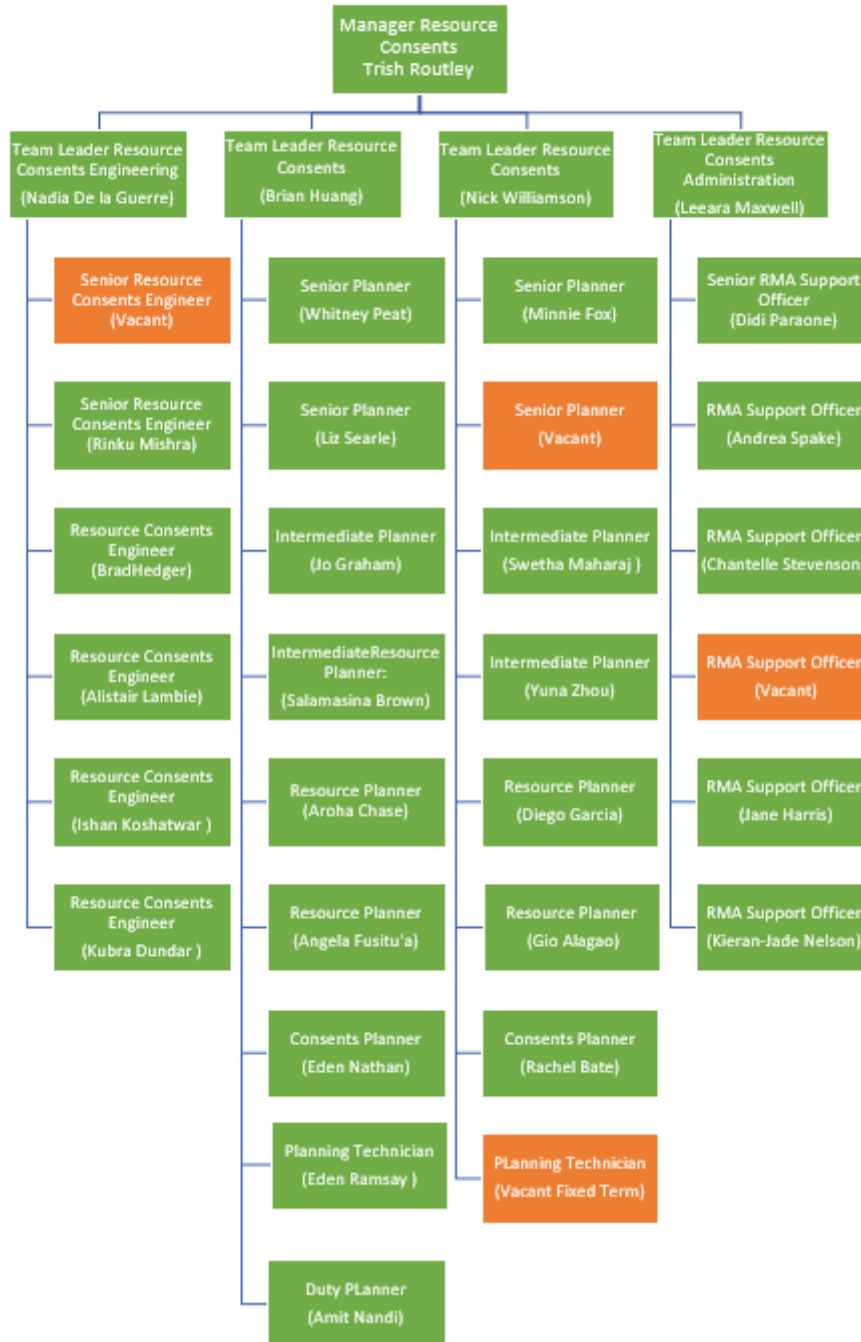


Figure 13: Organisational structure of the Resource Consents Team, showing the three vacancies in orange.

Training and Conferences

Our Senior Planner Liz Searle attended The Environmental Defence Society Conference that was held in June 2024 and was themed ‘The future is now - biodiversity, climate and us’. To highlight the complexity of the issues, it included presenters from many different sectors with diverse and often challenging opinions, including tangata whenua, central government officials and organisations, primary production, fishing, environmental organizations and energy.

Overall, the broad message was “we shouldn’t silo our climate and biodiversity responses: we need to address them together and transition our energy systems without causing environmental harm. To smooth that pathway there is an increasing need for everyone on all sides of the debate to engage more deeply, to foster durable solutions”.

Professional Memberships

Following a successful campaign led by one of our Team Leaders, Brian Huang, all of our planners are now members of national professional planning organisations. Specifically, our Senior Planner, Liz Searle, is a member of the Resource Management Law Association (RMLA), while all other planners have gained membership with the New Zealand Planning Institute (NZPI). Additionally, all our engineers are members of the New Zealand Engineering Association.

Customer and Relationships

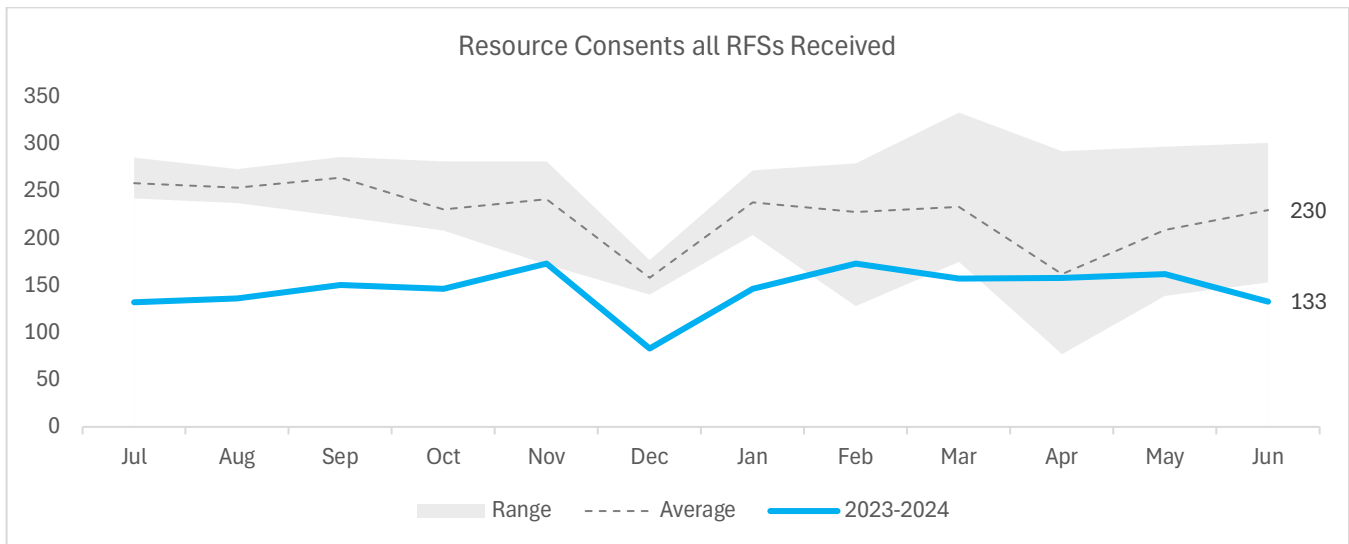
Ask Nicely Results

Resource Consents sent out 884 customer service surveys in May 2024 with 238 responses received, giving the team a response rate of 27.4%. There were 168 satisfied customers, 47 customers dissatisfied, and 23 neutral customers.

Resource Consents sent out 614 customer service surveys in June 2024 with 172 responses received, giving the team a response rate of 26.6%. There were 120 satisfied customers, 37 customers dissatisfied and 15 neutral customers.

Request for Service Responses

The Duty Planner and our admin staff are constantly under time pressure to answer Requests for Service (RFS) and are helped by planners when RFS’s become backlogged. The figure below indicates the number of RFS received aggregated across both teams with May receiving 162 requests for service and slight decrease in June receiving 133.



Housing and Major Developments

Current larger housing projects

The Far North District remains a hot spot for development despite a slowed economy. Currently the Resource Consents Team is processing:

- Five Subdivision applications with lots ranging between 9 and 30 lots.
- Three Kainga Ora developments, one consisting of 6, the other 15 residential units.
- Eight applications for Papakāinga ranging between 6 and 11 lots
- One land use application with 15 residential units.
- One combined application for a subdivision and the creation of 20 residential units

Spotlight on the Kaitaia's Switzer Housing Project

With an increasing population and a growing housing register, the Kaitaia's Switzer housing project offers an innovative solution to the region's housing crisis. Located at 71 South Road, Kaiaia, the community housing project includes a functional landscape design with extensive fruit trees and vegetable gardens, a covered gathering area, recycling, and parking facilities.

The now consented development will provide 28 one-bedroom units in Kaitaia, to house 1-2 people per unit or new homes for up to 56 community members. With an increasing population and a growing housing register, the new housing project offers an innovative solution to the region's housing crisis.

The application was processed efficiently with high attention to detail to minimise and avoid any unnecessary delays. This application was signed off in 43 working days. Only 3 days over timeframes. Good Work Swetha Maharaj.



Coalition Government updates

RMA Reform Implications

The Coalition Government is continuing with the phased approach to RMA reform.

- Phase 1 was repeal of the NBEA and SPA, which has occurred.
- Phase 2 is the Fast Track Consenting Bill and other legislation to amend parts of the RMA (and in particular the NPS on Freshwater Management). The Environment Committee is reviewing the Fast-track Approvals Bill and hearings on Bill submissions conclude this month.
- Phase 3 will be a larger piece of legislation, which is intended to be a replacement of the RMA. As part of this, the Resource Management (Freshwater and Other Matters) Amendment Bill (previously referred to as RMA Amendment Bill 1) had its first reading in Parliament on Tuesday 28th May. This proposed amendment bill includes changes to existing National Policy Statements relating to Freshwater Management and Indigenous Biodiversity

Granny Flat Changes

Government is seeking feedback on options to make it easier to built granny flats on properties with existing homes on them. It's proposed that self-contained granny flats up to 60m² could be built without the need for a building or resource consent, to save time and reduce costs. This would apply to both rural and residential sites, although wouldn't apply to sites with outstanding natural features and landscapes and historic heritage sites. Final policy decisions will be made by Government later this year, and the legislative changes are expected to be in place from mid-2025.

Property and Facilities Management

This section contains performance information for the Property and Facilities Management department.

Introduction

The Property and Facilities Management department consists of two teams: Property Management and Technical Operations.

Throughout the district there are many facilities managed by Council and made available for public use, such as playgrounds, parks and reserves, sports fields, public toilets, visitor destinations and town centres. These facilities contribute to the liveability of our communities, providing places and spaces for residents to connect and enjoy themselves and to enhance the visitor experience.

Facilities include:

- Cemeteries
- Civil and community buildings
- House for the Elderly
- Recreation
- Town maintenance, public toilets, and car parks.



Council disposal facilities across the district provide refuse and recycling services to protect the health of our communities and environment. Our responsibility is to manage refuse appropriately and to provide facilities that meet the needs and expectations of communities.

Key facts about solid waste management:

- 15 refuse/recycling transfer stations
- 1 landfill at Russell
- 1 Resource Recovery Centre at Kaitaia
- 10 community recycling centres



Contribution to community outcomes



Communities that are healthy, safe, connected and sustainable



Proud, vibrant communities



Connected communities that are prepared for the unexpected



A wisely managed and treasured environment that recognises the role of tangata whenua as kaitiaki

Property Management

Introduction

The Property Management team, which consists of 6 staff manage the daily oversight of all residential and commercial leases including leases over Reserves, burials and events. The team works closely with Facilities Operations and Asset Management & Project Delivery teams to deliver consistent outcomes for the community.

The Property Management team perform the following functions:

- Commercial and community lease management
- Housing for the Elderly property management
- District Facilities contract management and payment
- Property management administration
- Financial reporting and support
- Support acquisition and disposal of land
- Burial and event management

Leases

There are currently 27 historical expired leases.

Upcoming reports for July 2024

Te Hiku Community Board

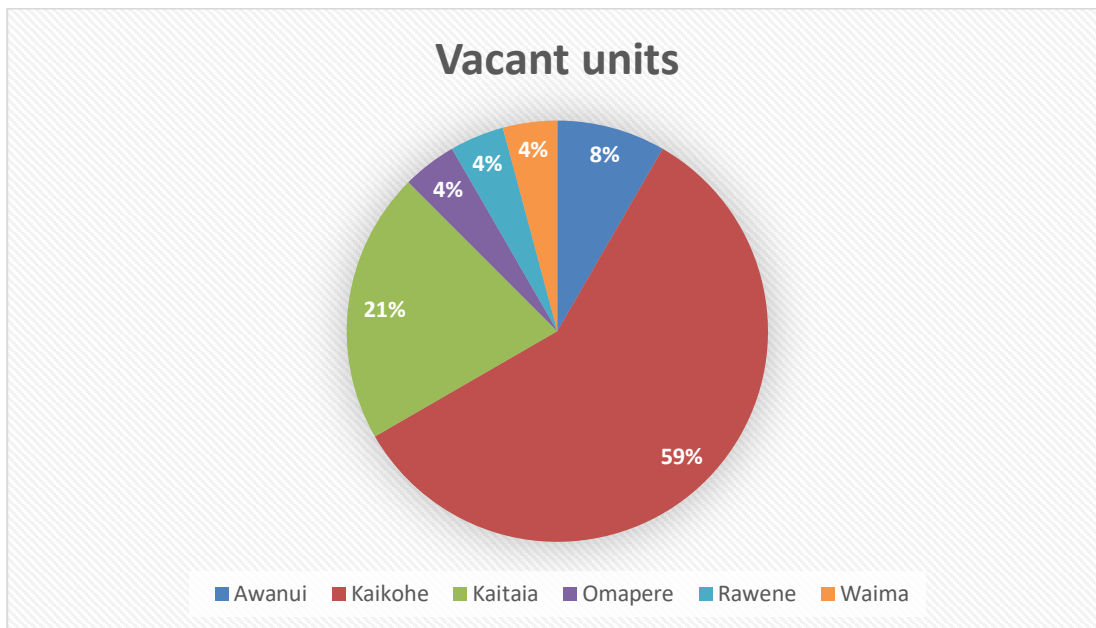
- **Te Rarawa Rugby Club Incorporated** –. Submissions were presented to the 16th July Te Hiku Community Board meeting. A report for the recommendation on the granting of the lease will be presented to the Board on the 16th July 2024.

Council

- **Job Complete Ltd** – A new lease request over part 195 Puketona Road, Haruru will be presented on 11th July for Council resolution.

Housing for the Elderly

We currently have 24 vacant pensioner units:



Renewal works are slowly being completed by Project Management. Units will be offered to tenants once the renewals have been carried out.

Cemeteries & Events

- Preparation to roll out Plotbox to external contractors and funeral directions is underway, with rollout date being end of July.
- We have visits booked with Community Owned Cemeteries for the month of July. We hope this will develop a better relationship with them, ensuring their burial information is shared with FNDC so our records can be updated regularly.

Technical Operations

Introduction

The Technical Operations team is the operational arm of council and comprises of five staff who manage a wide range of activities across our green spaces and facilities, our primary function being to ensure council facilities are well maintained and safe. The team is on the frontline and has a large degree of public and stakeholder interaction.

The Technical Operations team work closely with both the Assets and Projects and the Property Management teams enabling council to provide a holistic approach to our asset and service management.

The Technical Operations team perform the following functions:

- Manage the Community Services Contract.
- Oversee Cemetery Maintenance and Burials.
- Engage and Induct Volunteers.
- Ensure Contractor HSE is to a high standard.
- Undertake Contract Claims.
- Undertake building and hall maintenance.
- Handle all Green Space and Facilities related requests for service.

Key Stats:

- 32 Service Agreements currently in place.
- 17 Community Cemeteries.
- 14 Public Cemeteries.
- 120 Burials per annum.
- 58 Halls & Community Facilities.
- 2 Million m² of Active Reserves currently mown.
- 72 Toilets to Maintain.
- 525 Bins Serviced per annum.
- Approx. 4,000 RFS's each year.

Community Services Contract

Technical Operations have completed a total of **709** audits across the three wards in the Far North District. Our audits were across the quality of mowing, edging, public toilets, playgrounds, town centre, cemeteries and gardens.

With only a small team of five, it was a huge achievement to reach the number of audits we did, as we navigated the challenge of a small window of time, sickness, weather events and technical issues.

The audits identified many assets where the quality of service was not up to standard and where to focus as we transition contracts. We also discovered assets we had previously not been aware of, and questioned what is/isn't included in contract.

It was an awesome task to help staff upskill in their knowledge, identify any issues within community proactively, and really get a good understanding of our area.

Edge control and gardens particularly require improvement in the new contract.



- **Key Audit figures:**

Overall: 63% of our audits met 100% specification (no improvement of standard required) and 37% of our audits were not to standard.

North: 50% of our audits met specification, 50% were not to standard.

East: 66% of our audits met specification, 33% were not to standard.

West: 73% of our audits met specification, 27% were not to standard.

Attached below is a detailed table of the statistics from our audits – each ward is broken into detail relating to the activity.

	Mowing	Edging	Toilets	Playgrounds	town centres	Cemeteries	Gardens	TOTALS
East	180	93	29	15	9	7	39	372
West	122	29	16	5	7	6	15	200
North	118	66	31	12	6	1	26	260
# of Audits expected	420	188	76	32	22	14	80	832
# of Audits completed	305	207	77	27	18	14	61	709
FULL FINAL RESULTS		# Audits expected	# Audits completed	# at 100%	%	# under 100%	%	
Mowing		420	305	232	76%	73	24%	
Cemeteries		14	14	9	64%	5	36%	
Toilets		76	77	54	70%	23	30%	
Edging		188	207	84	40%	123	58%	
Playgrounds		32	27	21	78%	6	22%	
Gardens		80	61	32	52%	29	48%	
Town maintenance		22	18	12	67%	6	33%	
FULL FINAL TOTAL		832	709	444	63%	265	37%	
NORTH FINAL RESULTS		# Audits expected	# Audits completed	# at 100%	%	# under 100%	%	
Mowing		118	84	55	65%	29	35%	
Cemeteries		1	1	1	100%	0	0%	
Toilets		31	28	21	75%	7	25%	
Edging		66	74	15	20%	59	80%	
Playgrounds		12	12	10	83%	2	17%	
Gardens		26	24	8	33%	16	67%	
Town maintenance		6	6	4	67%	2	33%	
TOTAL		260	229	114	50%	115	50%	
EAST FINAL RESULTS		# Audits expected	# Audits completed	# at 100%	%	# under 100%	%	
Mowing		180	127	101	78%	26	20%	
Cemeteries		7	7	3	43%	4	57%	
Toilets		29	32	23	72%	9	28%	
Edging		93	97	46	45%	51	50%	
Playgrounds		15	10	6	60%	4	40%	
Gardens		39	26	19	73%	7	27%	
Town maintenance		9	8	6	75%	2	25%	
TOTAL		372	307	204	66%	103	34%	

WEST FINAL RESULTS	# Audits expected	# Audits completed	# at 100%	%	# under 100%	%
Mowing	114	94	76	81%	18	19%
Cemeteries	6	6	5	83%	1	17%
Toilets	16	17	11	65%	6	35%
Edging	29	36	23	64%	13	36%
Playgrounds	5	5	5	100%	0	0%
Gardens	15	11	5	45%	6	55%
Town maintenance	7	4	2	50%	2	50%
TOTAL	192	173	127	73%	46	27%

Our Community Facilities contract with Citycare started on the 01 July so we are working with the team to ensure a smooth transition.

Key challenges

- A lack of policy and defined process for community requests has been a challenge to make informed and consistent decisions. As a result, we have an outstanding number of requests around items like memorial chairs and BBQ's. A plan will need to be continued to work on as to how we respond to these.
- The backlog of aged and unreviewed agreements continues to be an outstanding challenge. We tend to come across historical agreements as they are brought to our attention through urgent repair work and we are reviewing and renewing as we go.
- There is many historical Requests for Service that require attention before we can close them. This is a focus the wider team are working on in a united approach.

Ask Nicely

The team achieved an Ask Nicely score of 3.68 for the period of May and June which is a tool we use to measure outcomes from the public. Even though, we were limited in our capacity to respond to requests as timely as we would like to over the past couple months of demobilisation, we saw an increase in the positive Ask Nicely results which is a good achievement.

