

## *REGULATORY SERVICES GROUP*

---

Regulatory Services are a group of responsibilities placed on Council by the Central Government to ensure community compliance with national standards and guidelines.

These standards and guidelines allow the Council to develop local compliance standards such as the Operative District Plan, bylaws and response plans.

### *Which activities are included in the Regulatory Services Group?*

- Resource Management Implementation
- Building Control
- Animal Control
- Community Protection
  - *Emergency Management*
  - *Rural Fire*
  - *Health*
  - *Liquor Licensing*

### *Effect on well-being*

This group is focused primarily on the social and environmental well-being of the community through the delivery of programmes that require legislation and national standards and codes, to be delivered through a defined regulatory process. These requirements generally relate to the health, welfare and safety of the community.

*Cost of Funding – Regulatory Services Group*

	<b>Actual 2008 \$000</b>	<b>Budget 2008 \$000</b>	<b>Actual 2007 \$000</b>
<b>OPERATING EXPENDITURE</b>			
RMA Implementation	797	676	680
Building Services	872	840	818
Community Protection	425	500	414
Animal Control	318	345	324
	<b>2,412</b>	<b>2,361</b>	<b>2,236</b>
<b>OPERATING REVENUE</b>			
Fees and Charges	1,230	1,116	1,070
General Rates	1,245	1,245	1,208
	<b>2,475</b>	<b>2,361</b>	<b>2,278</b>
<b>OPERATING SURPLUS/(DEFICIT)</b>	<b>63</b>	<b>-</b>	<b>42</b>
<b>FUNDED BY</b>			
Transfers to/(from) General Reserve	63	-	42
	<b>63</b>	<b>-</b>	<b>42</b>

## RESOURCE MANAGEMENT IMPLEMENTATION

Council is required to implement its responsibilities under the Resource Management Act, 1991 and in particular:

- The provisions of its Operative District Plan;
- The issuing and monitoring of Resource Consents;
- Monitoring and enforcement provisions of the Act, including noise;
- Public information.

Council is also required to issue Land Information Memoranda (LIM) under the Local Government Official Information and Meetings Act 1987.

### *Levels of Service that have contributed to Community Outcomes*

Current Levels of Service		Measure	Target 2007/08	Achievement in 2007/08	Contributes to which Community Outcomes
15.1	Resource consent applications will be decided and issued within statutory timeframes.	Notified resource consent applications decided and issued within 70 working days.	95%	Not achieved: 4/5 (80%) of notified resource consent applications were decided and issued within 70 working days.	<ul style="list-style-type: none"> <li>▪ We encourage a balance between economic growth and environmental protection and enhancement.</li> </ul>
15.2		Non-notified resource consent decisions not requiring a hearing are issued within 20 working days.		Not achieved: 106/175 (60.5%) of non-notified resource consent applications (not requiring a hearing) were decided and issued within 20 working days. Average processing time = 24.25 days/ consent.	
15.3	Provide a monitoring service which ensures compliance with consent conditions.	To ensure 90% of all land use resource consents are monitored for compliance.	Within 3 months of being granted.	Not achieved. 28/46 (60.86%) of Land Use resource consents were issued within time.	<ul style="list-style-type: none"> <li>▪ We support the development of land use planning controls that allow for economic growth in a sustainable manner.</li> </ul>
15.4	All LIM's are issued within statutory timeframes.	100% of LIM's issued within 10 working days.	98%	Not achieved: 93.94% (279/297) LIM's were issued within 10 working days. Average processing time = 5.41 days/LIM.	<ul style="list-style-type: none"> <li>▪ We encourage planned and developed infrastructural services and facilities to sustain</li> </ul>

## Annual Report 2007/08

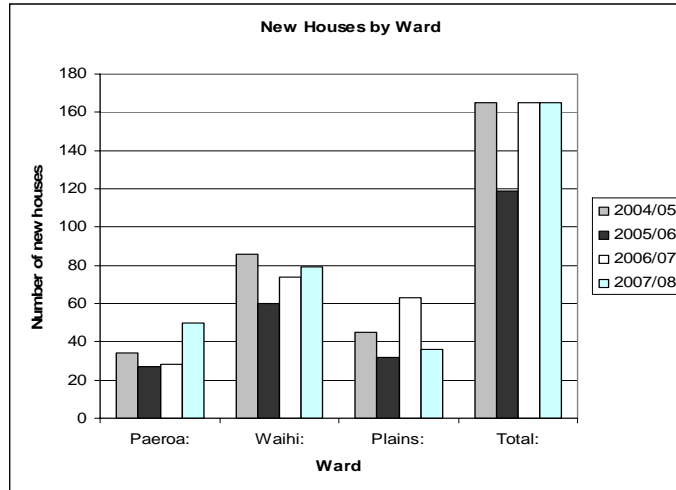
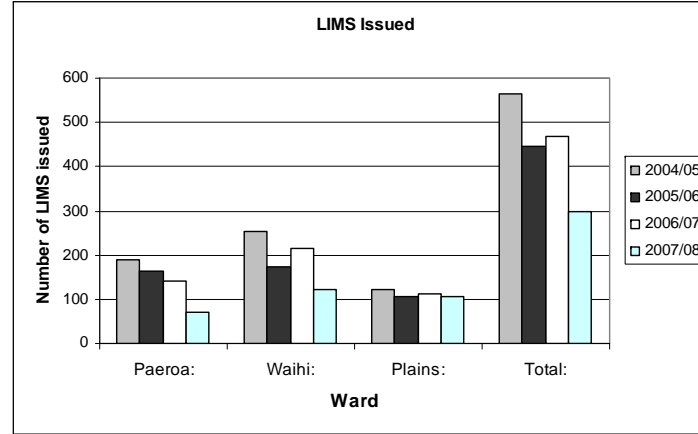
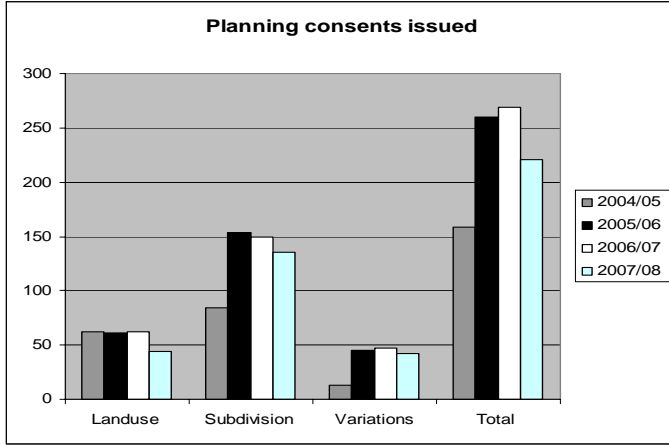
Current Levels of Service		Measure	Target 2007/08	Achievement in 2007/08	Contributes to which Community Outcomes
15.5	Decision making is fair and the conditions are reasonable and appropriate.	Number of appeals lodged against Council decisions.	<5%	Achieved: 2 appeals were lodged against the 190 (1%) decisions made by Council for the 2007/08 period.	our communities' growth.
15.6	Public satisfaction in terms of how policies about Resource Consent processes are being implemented.	Objections /appeals lodged against requests for further information by the Council.	< 20% of objections/ appeals are upheld.	Unable to measure: No objections/ appeals were lodged or upheld against the 268 requests for further information.	

### *Council projects that have contributed to Community Outcomes*

Regulation of building and planning activities Group of projects				
Project	What initiated this project	Contributes to which Community Outcomes	Achievement in 2007/08	Effect on Well-being
Memorandum of Understanding (MOU) with Waihi Mine.	Martha Mine South Wall stability cutback and it's proximity to residential and commercial areas.	<ul style="list-style-type: none"> <li>▪ Environmental</li> <li>▪ Economic</li> <li>▪ Health</li> </ul>	A MOU with the company has continued to remain in effect and has proven to be effective in terms of responses to issues.	<b>Social:</b> Ensuring the community are safe and looked after regarding the effects and potential community contribution of mining. <b>Environmental:</b> Any major earthworks have an effect on the environment, and mining is an unsustainable project.
Reviewing mine closure and rehabilitation plan.	The Martha Mine extended consent process.	<ul style="list-style-type: none"> <li>▪ Environmental</li> </ul>	Annual review of rehabilitation Plan was undertaken.	<b>Environmental:</b> Ensuring that the long term effects on the environment are minimised.
Surveyor forums	The need to ensure surveyors are up to date on legislative changes and amendments to Council processes.	<ul style="list-style-type: none"> <li>▪ Infrastructure</li> <li>▪ Rural</li> <li>▪ Environment</li> <li>▪ Education</li> <li>▪ Business</li> </ul>	A consultative meeting was held with surveyors on Development Contributions.	<b>Social:</b> Contributes to the improved knowledge and support of surveyors which subsequently aids their understanding when working on projects for the Hauraki community.

Indicators

These indicators demonstrate Council's quantitative monitoring towards its own achievement of the Hauraki community outcomes particularly the environmental outcome.



*Cost of Funding – Resource Management Implementation*

	Actual 2008 \$000	Budget 2008 \$000	Actual 2007 \$000	Key Variances
<b>OPERATING EXPENDITURE</b>	797	676	680	Consent activity was higher than anticipated
<b>OPERATING REVENUE</b>				
Fees and Charges	367	348	322	Consent activity was higher than anticipated
General Rates	328	328	312	
	<b>695</b>	<b>676</b>	<b>634</b>	
<b>OPERATING SURPLUS/(DEFICIT)</b>	<b>(102)</b>	<b>-</b>	<b>(46)</b>	
<b>FUNDED BY</b>				
Transfers to/(from) General Reserve	(102)	-	(46)	
	<b>(102)</b>	<b>-</b>	<b>(46)</b>	

## BUILDING SERVICES

Council is required to implement the provisions of the Building Act 2004 to:

- Ensure that existing and new buildings are safe and sanitary.
- Protect other property from physical damage from the construction, use and demolition of buildings.
- Ensure that the necessary controls relating to the construction of a building and its use are implemented in accordance with the NZ Building Code and the Building Act.
- Warrants of Fitness are issued for buildings used by the public and those that contain specific systems.

### *Levels of Service that have contributed to Community Outcomes*

Current Levels of Service	Measure	Target 2006-09	Achievement in 2007/08	Contributes to which Community Outcomes	
16.1	Public buildings are safe to use.	Audits confirm building owners are maintaining compliant building warrant of fitness systems.	10% of buildings are audited.	Not achieved: A total of 11 Building Warrant of Fitness were audited. There was a requirement of 14 to be audited to meet the target of 10% of 140 Building Warrant of Fitness.	
16.2	Building consent applications will be processed in a timely and effective manner.	Building consent applications not requiring additional information processed within 20 working days.	>90%	Achieved: 94.9% of the 236 building consent applications, without further information required were processed in time.	<ul style="list-style-type: none"> <li>▪ We encourage planned and developed infrastructural services and facilities to sustain our communities' growth.</li> <li>▪ We encourage further development of tourism opportunities and facilities focusing on our heritage and eco-tourism.</li> </ul>
16.3	The Council consistently delivers an effective and efficient building control service.	Council building control systems, processes and procedures satisfy the requirements of approved quality standards.	100% achieve AS/NZS 17020 or other approved Quality Standard	Achieved: The nationwide Quality Standard for Building Control Accreditation was achieved 100% on 13 May 2008.	

## Annual Report 2007/08

Current Levels of Service		Measure	Target 2006-09	Achievement in 2007/08	Contributes to which Community Outcomes
16.4	Privately –owned swimming pools comply with regulations.	Swimming pools on the Council's register inspected for compliance with the Fencing of Swimming Pools Act: <ul style="list-style-type: none"> <li>▪ high risk properties;</li> <li>▪ low risk properties.</li> </ul>	100% > 5%	Not achieved: 42.5% of 127 high risk properties were inspected for compliance.  Achieved: 66% of 289 low risk properties were inspected for compliance.	
16.5	Ensure quality customer communication, consultation and service provided.	Customer satisfaction in Council's Triennial Residents' survey.	>70%	Not achieved: Survey results for ' Communication and consultation services provided by the Hauraki District Council Building Services' Satisfied = 19% Neither satisfied nor dissatisfied = 29% Dissatisfied = 11% Don't know = 41%	

### *Council projects that have contributed to Community Outcomes*

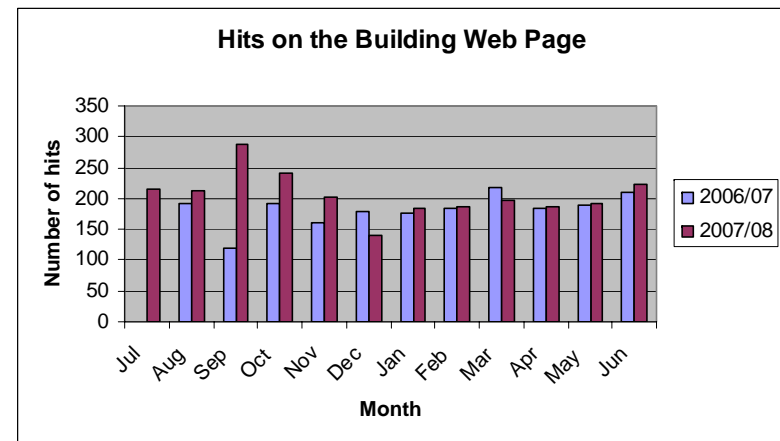
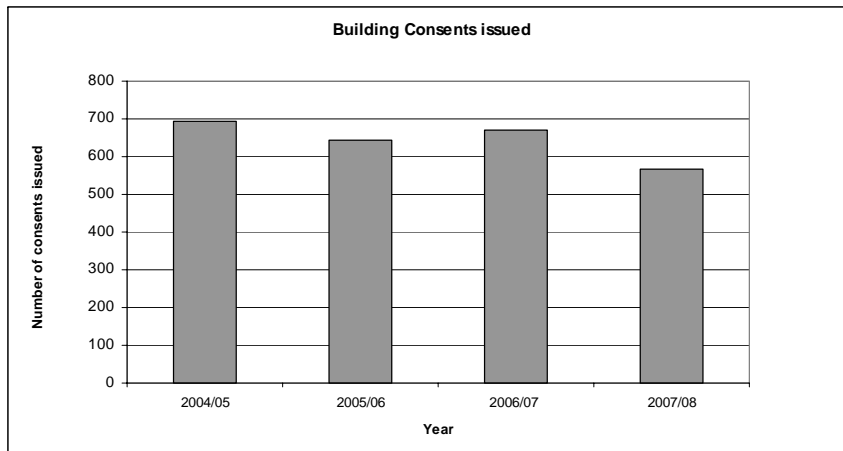
Regulation of Building and Planning Activities				
Project	What initiated this project?	Contributes to which Community Outcomes	Achievement in 2007/08	Effect on Well-being
Building Control Accreditation	The need to ensure compliance for all building consents to the Building Act and Building Code using systems and processes that have been independently accredited by a National Accreditation Agency.	<ul style="list-style-type: none"> <li>▪ Economic</li> <li>▪ Environmental</li> </ul>	Accreditation was achieved in May 2008.	<b>Social:</b> Increasing and improving the standards and processes relating to buildings in the District.

## Annual Report 2007/08

Education and Training				
Project	What initiated this project?	Contributes to which Community Outcomes	Achievement in 2007/08	Effect on Well-being
Public education on regulatory issues.	The need to inform the public on a number of regulatory issues.	<ul style="list-style-type: none"> <li>▪ Business</li> <li>▪ Environmental</li> <li>▪ Health</li> <li>▪ Education</li> </ul>	10 articles were placed in the Hauraki Herald HDC News page specifically focusing on educating the community on regulatory issues. These included seven on animal control; two on building services and one on rural fire.	<p><b>Social:</b> Contributes towards improved community knowledge.</p> <p><b>Environmental:</b> Public awareness of certain issues means a more sustainable approach to the environment.</p>

### Indicators

These indicators demonstrate Council's quantitative monitoring towards its own achievement of the Hauraki community outcomes.



Note- the building webpage was introduced in August 2006.

*Cost of Funding – Building Services*

	<b>Actual 2008 \$000</b>	<b>Budget 2008 \$000</b>	<b>Actual 2007 \$000</b>	<b>Key Variances</b>
<b>OPERATING EXPENDITURE</b>	872	840	818	Building activity was higher than anticipated
<b>OPERATING REVENUE</b>				
Fees and Charges	569	490	521	Building activity was higher than anticipated
General Rates	351	351	355	
	<b>920</b>	<b>841</b>	<b>876</b>	
<b>OPERATING SURPLUS/(DEFICIT)</b>	<b>48</b>	<b>1</b>	<b>58</b>	
<b>FUNDED BY</b>				
Transfers to/(from) General Reserve	48	1	58	
	<b>48</b>	<b>1</b>	<b>58</b>	

## COMMUNITY PROTECTION

Council has responsibilities for community protection under the:

- Civil Defence Emergency Management Act 2002
- Forest and Rural Fires Act 1977
- Health Act 1956

Council is required to have policy and operational plans for Civil Defence and Rural Fire and to have the operational capability to put these plans into effect.

Council is required to monitor and enforce a number of regulatory functions under the Health Act including food hygiene, notifiable diseases and liquor licensing.

### *Levels of Service that have contributed to Community Outcomes*

Current Levels of Service	Measure	Target 2007/08	Achievement in 2007/08	Contributes to which Community Outcomes	Effect on Well-being	
17.1	Provision of health premises' regulations.	Number of food premises monitored for compliance with appropriate legislation.	100%	Not achieved: <ul style="list-style-type: none"> <li>▪ Low Risk 22 out of 24 (91.6%)</li> <li>▪ Medium Risk 137 out of 168 (81.5%)</li> </ul> were monitored for compliance.	<ul style="list-style-type: none"> <li>▪ Health &amp; Social Services</li> </ul>	<b>Social:</b> Provides assurance that food preparation areas are clean and therefore it is safe to eat food from these premises.
17.2	Number of public and school pools monitored for compliance with the New Zealand Standard for Public Pools annually.	100%	Not achieved: <ul style="list-style-type: none"> <li>▪ 14/16 (87.5%) of school pools were inspected. The Waimata and Waihi College pools were not inspected due to</li> </ul>	<b>Social:</b> Provides assurance that pool water is safe to swim in.		

## Annual Report 2007/08

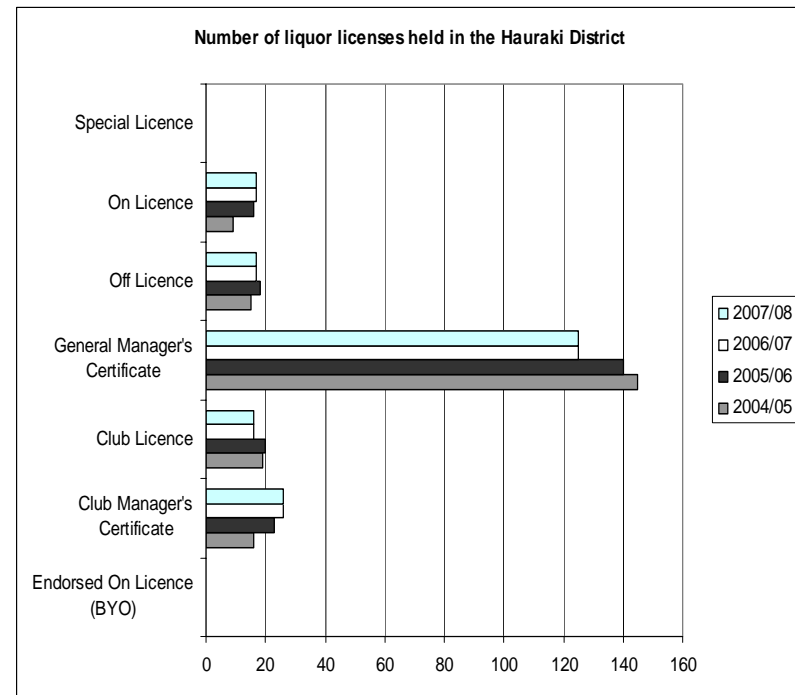
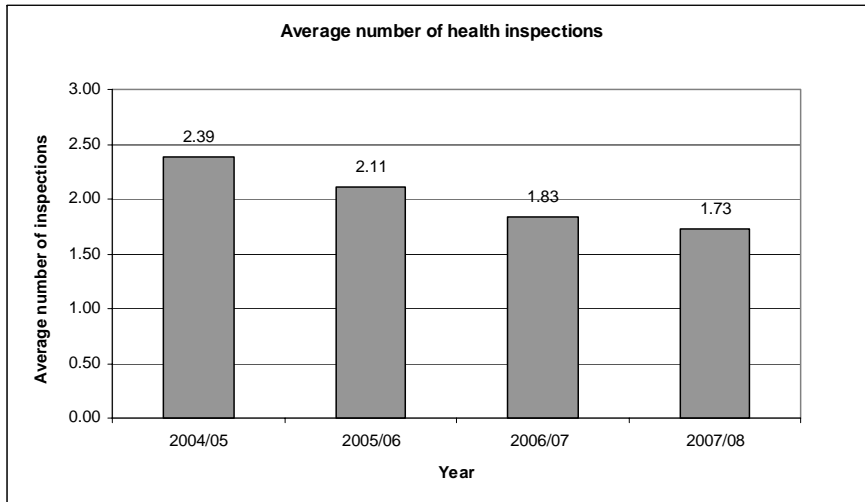
Current Levels of Service		Measure	Target 2007/08	Achievement in 2007/08	Contributes to which Community Outcomes	Effect on Well-being
				weather and time delays, but both schools water treatment records have been reviewed. <ul style="list-style-type: none"> <li>▪ 2/2 (100%) public pools inspected.</li> </ul>		
17.3	Provision of liquor license regulations.	Number of new and renewed Liquor Licence Manager's Certificates licenses issued within 1 month of receipt providing no objections and the application is complete.	>95%	Not achieved: 54 out of 67 (80.6%) of new and renewed Liquor Licence Manager's Certificates licenses were issued within 1 month of receipt.		<b>Social:</b> Provides assurance liquor license managers are responsible hosts.
17.4		Number of new and renewed On- Off and Club Liquor Licenses issued within 3 months of receipt providing there are no objections and the application is complete.	>95%	Not achieved: 9 out of 13 (69.2%) of new and renewed On- Off- and Club Liquor Licenses were issued within 3 months of receipt		
17.5	Council's readiness for a Civil Defence or Rural Fire or Civil Defence Emergencies.	Civil Defence equipment is inspected and maintained.	Twice annually	Achieved: Two inspections performed including maintenance on Civil Defence equipment on 6 September 2007 and 6 March 2008.		<b>Social:</b> Helps to protect the property and lives of rural residents. <b>Environmental:</b> Helps to protect the rural Hauraki District environment.

## Annual Report 2007/08

Current Levels of Service	Measure	Target 2007/08	Achievement in 2007/08	Contributes to which Community Outcomes	Effect on Well-being
17.6	Rural Fire equipment is inspected and maintained.	During the restricted fire season	Achieved: Register of Rural Fire equipment was audited three times during the financial year in August 2007, January and April 2008 which met the National Rural Fire Authority Standards.	<ul style="list-style-type: none"> <li>▪ Rural</li> <li>▪ Environment</li> </ul>	<p><b>Social:</b> Helps to protect the property and lives of rural residents.</p> <p><b>Environmental:</b> Helps to protect the rural Hauraki District environment.</p>
17.7	Timeframe for taking over responsibility for a fire within 1 hour of receiving official notification.	90%	Achieved: Two events were responded to by Council staff who took over responsibility for the fires within 1 hour (100%) of receiving official notification from the NZ Fire Service.		
17.8	Respond to requests for fire permits.	Within 2 working days.	Achieved: 100% (173) fire permits were issued within 2 days for the 2007/08 period.		

*Indicators*

These indicators demonstrate Council's quantitative monitoring towards its own achievement of the Hauraki community outcomes particularly the Health outcome.



*Cost of Funding – Community Protection*

	Actual 2008 \$000	Budget 2008 \$000	Actual 2007 \$000	Key Variances
<b>OPERATING EXPENDITURE</b>				
Rural Fires	58	95	88	
Emergency Management	90	87	70	
Health	240	270	218	
Liquor Licensing	37	48	38	
	<b>425</b>	<b>500</b>	<b>414</b>	
<b>OPERATING REVENUE</b>				
Fees and Charges	78	84	28	
General Rates	416	416	398	
	<b>494</b>	<b>500</b>	<b>426</b>	
<b>OPERATING SURPLUS/(DEFICIT)</b>	<b>69</b>	<b>-</b>	<b>12</b>	
<b>FUNDED BY</b>				
Transfers to/(from) General Reserve	69	-	12	
	<b>69</b>	<b>-</b>	<b>12</b>	

## ANIMAL CONTROL

The Council has a statutory requirement to be involved in Animal Control with a particular emphasis on:

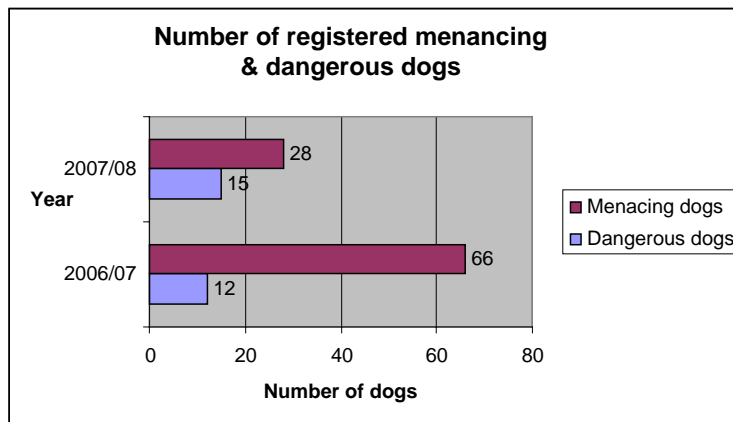
- Dog registration systems and implementation.
- Education of dog owners and the public.
- Enforcement of dog control issues to minimise danger, distress or nuisance from dogs.
- Impounding of wandering dogs and stock.

### Levels of Service that have contributed to Community Outcomes

	Current Levels of Service	Measure	Target 2007/08	Achievement in 2007/08/	Contributes to which Community Outcomes	Effect on Well-being
18.1	Council will ensure compliance with the Dog Control legislation and by-law, and Stock Impounding Act.	Number of known dogs registered at 30 June.	>85%	Achieved: (99.5%) 4067 dogs registered to 30/06/08. 19 known dogs were not registered.	<ul style="list-style-type: none"> <li>▪ Rural</li> <li>▪ Health</li> </ul>	<b>Social:</b> Contributes to the provision of community safety.
18.2	Public safety and comfort is protected.	Respond to all complaints about wandering stock on public roads.	Within 3 hours of complaint being received.	Achieved: 89 complaints received about wandering stock on public roads. All complaints were responded to within 3 hours.		
18.3		Response to dog attack complaints against person.	Within 2 hours.	Achieved: 14 dog attacks complaints received. All complaints were responded to within 2 hours.		
18.4	The public is aware of their rights and responsibilities of dog and stock ownership.	Number of education articles through public news media.	At least 2 times a year.	Achieved: Four educational articles published in the Hauraki Herald HDC News page titled - <ul style="list-style-type: none"> <li>▪ Dangerous and Menacing Dogs - 14/8/07</li> <li>▪ Exercising dogs in public areas - 21/8/07</li> <li>▪ Whiritoa Dog Laws - 4/12/07</li> <li>▪ Caring for your dog over summer - 4/1/08.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Rural</li> <li>▪ Education</li> </ul>	<b>Social:</b> Community awareness.

### Indicators

These indicators demonstrate Councils quantitative monitoring towards its own achievement of the Hauraki Community Outcomes.



Note: The monitoring of menacing and dangerous dogs is a new classification following the amendment of the Dog Control Act, 1996. This data is therefore only available since 2006/07.

*Cost of Funding – Animal Control*

	Actual 2008 \$000	Budget 2008 \$000	Actual 2007 \$000	Key Variances
<b>OPERATING EXPENDITURE</b>				
Dog Registration	180	187	191	
Animal Control	139	158	133	
	<b>319</b>	<b>345</b>	<b>324</b>	
<b>OPERATING REVENUE</b>				
Fees and Charges	217	194	199	
General Rates	150	150	143	
	<b>367</b>	<b>344</b>	<b>342</b>	
<b>OPERATING SURPLUS/(DEFICIT)</b>	<b>48</b>	<b>(1)</b>	<b>18</b>	
<b>FUNDED BY</b>				
Transfers to/(from) General Reserve	48	(1)	18	
	<b>48</b>	<b>(1)</b>	<b>18</b>	