

REGULATORY SERVICES GROUP

Regulatory Services are a group of responsibilities placed on Council by 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

	Actual 2009 \$000	Budget 2009 \$000	Actual 2008 \$000
OPERATING EXPENDITURE			
RMA Implementation	841	844	797
Building Services	1,007	995	872
Community Protection	526	547	425
Animal Control	350	366	318
	2,724	2,752	2,412
OPERATING REVENUE			
Fees and Charges	987	1,323	1,230
General Rates	1,429	1,429	1,245
	2,416	2,752	2,475
OPERATING SURPLUS/(DEFICIT)	(308)	-	63
FUNDED BY			
Transfers to/(from) General Reserve	(308)	-	63
	(308)	-	63

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 compliance

Current Levels of Service		Measure	Target 2008/09	Achievement in 2008/09	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%	Achieved: 100% of notified resource consent applications were decided and issued within 70 working days.	<ul style="list-style-type: none"> ▪ We encourage a balance between economic growth and environmental protection and enhancement.
15.2		Non-notified resource consent decisions not requiring a hearing are issued within 20 working days.		Not achieved: 98/127 (77%) of non-notified resource consents were issued within time.	
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.	Achieved: 77 of 77 (100%) of land use consents were monitored within 3 months of issue.	<ul style="list-style-type: none"> ▪ We support the development of land use planning controls that allow for economic growth in a sustainable manner.
15.4	All LIM's are issued within statutory timeframes.	100% of LIM's issued within 10 working days.	98%	Not achieved: 187/202 (92.57%) of LIMs were processed within 10 working days. Average processing time was 6.71 days per LIM.	<ul style="list-style-type: none"> ▪ We encourage planned and developed infrastructural services and facilities to sustain our communities' growth.
15.5	Decision making is fair and the conditions are reasonable and appropriate.	Number of appeals lodged against Council decisions.	<5%	Achieved: Two appeals were lodged against the 212 (0.9%) decisions made by Council for the 2008/09 period. One appeal was struck-out by the Environment Court and the other appeal had	

Current Levels of Service	Measure	Target 2008/09	Achievement in 2008/09	Contributes to which Community Outcomes
			not received a decision by the Environment Court as at 30 June 2009.	
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.	Achieved: No objections/appeals were lodged during this period.

Council projects that have contributed to Community Outcomes

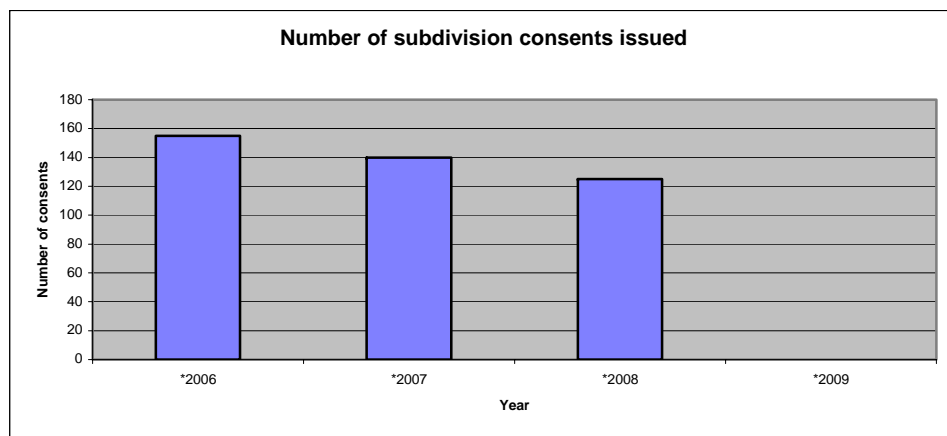
Regulation of building and planning activities Group of projects				
Project	What initiated this project	Contributes to which Community Outcomes	Achievement in 2008/09	Effect on Well-being
Memorandum of Understanding (MOU) with Waihi Mine.	Martha Mine South Wall stability cutback and it's proximity to residential and commercial areas.	<ul style="list-style-type: none"> ▪ Environmental ▪ Economic ▪ Health 	A MOU with the company has continued to remain in effect and has proven to be effective in terms of responses to issues.	Social: Ensuring the community are safe and looked after regarding the effects and potential community contribution of mining. Environmental: 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"> ▪ Environmental 	Annual review of rehabilitation Plan was undertaken.	Environmental: Ensuring that the long term effects on the environment are minimised or enhanced.

Indicators

This indicator demonstrates Council's quantitative monitoring towards its own achievement of the Hauraki community outcomes, in particular:

Long term planning, ensures that our future infrastructure requirements meet the growth and development opportunities of our District.

- We want to have our say on our District's future;
- We value the provision of infrastructural services in our District to be well-managed.



Source: Hauraki District Council

Cost of Funding – Resource Management Implementation

	Actual 2009 \$000	Budget 2009 \$000	Actual 2008 \$000	Key Variances
OPERATING EXPENDITURE	841	844	797	
OPERATING REVENUE				
Fees and Charges	279	434	367	Development activity well down in depressed economic conditions
General Rates	410	410	328	
	689	844	695	
OPERATING SURPLUS/(DEFICIT)	(152)	-	(102)	
FUNDED BY				
Transfers to/(from) General Reserve	(152)	-	(102)	
	(152)	-	(102)	

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 2004.
- Warrants of Fitness are issued for buildings used by the public and those that contain specific systems.

Levels of Service compliance

Current Levels of Service		Measure	Target 2008/09	Achievement in 2008/09	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.	Achieved: 17 of the 140 (12%) Building Warrant of Fitness were audited.	
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: 99% of the 259 building consent applications (without further information required) were processed in time.	<ul style="list-style-type: none"> ▪ We encourage planned and developed infrastructural services and facilities to sustain our communities' growth. ▪ We encourage further development of tourism opportunities and facilities focusing on our heritage and eco-tourism.
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: Accreditation was received on 12 May 2008.	

Current Levels of Service	Measure	Target 2008/09	Achievement in 2008/09	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"> ▪ high risk properties; ▪ low risk properties. 	100% > 5%	Achieved: High risk 95/95 = 100% Low Risk = 69/308 = 22.4%	
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 2008/09	Effect on Well-being
Building Control Accreditation	The need to ensure compliance for all building consents to the Building Act 2004 and Building Code using systems and processes that have been independently accredited by a National Accreditation Agency.	<ul style="list-style-type: none"> ▪ Economic ▪ Environmental 	The Hauraki District Council BCA achieved accreditation in May 2008. Since then staff have updated the procedures manual, implemented a programme of improvement and are presently working towards a re-assessment on the 10 th August 2009. Over the period reports indicate that the BCA has granted 95% of Building Consent applications within the statutory time frame of 20 working days with an average processing time of 15 working days.	Social: Increasing and improving the standards and processes relating to buildings in the District.

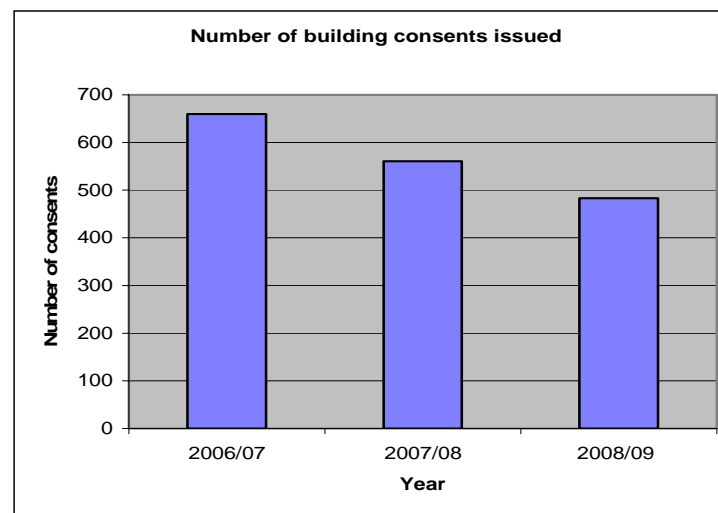
Education and Training				
Project	What initiated this project?	Contributes to which Community Outcomes	Achievement in 2008/09	Effect on Well-being
Public education on regulatory issues.	The need to inform the public on a number of regulatory issues.	<ul style="list-style-type: none"> ▪ Business ▪ Environmental ▪ Health ▪ Education 	14 articles were placed in the Hauraki Herald HDC News page specifically focusing on educating the community on regulatory issues. These included six on animal control; three on building services, four on general resource management issues and one on civil defence.	<p>Social: Contributes towards improved community knowledge.</p> <p>Environmental: Public awareness of certain issues means a more sustainable approach to the environment.</p>

Indicators

This indicator demonstrates Council's quantitative monitoring towards its own achievement of the Hauraki community outcomes, in particular:

Long term planning, ensures that our future infrastructure requirements meet the growth and development opportunities of our District.

- We want to have our say on our District's future;
- We value the provision of infrastructural services in our District to be well-managed.



Source: Hauraki District Council

Cost of Funding – Building Services

	Actual 2009 \$000	Budget 2009 \$000	Actual 2008 \$000	Key Variances
OPERATING EXPENDITURE	1,007	995	872	
OPERATING REVENUE				
Fees and Charges	444	589	569	Development activity well down in depressed economic conditions
General Rates	406	406	351	
	850	995	920	
OPERATING SURPLUS/(DEFICIT)	(157)	-	48	
FUNDED BY				
Transfers to/(from) General Reserve	(157)	-	48	
	(157)	-	48	

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 1956 including food hygiene, notifiable diseases and liquor licensing.

Levels of Service compliance

Current Levels of Service		Measure	Target 2008/09	Achievement in 2008/09	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%	Achieved: 100 % of Low Risk and Medium Risk food premises were monitored for compliance. There were 22/22 (100%) inspected. Three licenses were closed during the year. Medium Risk 118/118 (100%) inspected. Eighteen licenses closed during the year	<ul style="list-style-type: none"> ▪ Our community seeks the improvement of mechanisms for co-ordination, delivery, communication and education by health and social service providers; ▪ We support the development of new initiatives that address well-being of those in need 	Social: 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%	Achieved: <ul style="list-style-type: none"> ▪ 16/16 (100%) of school pools were inspected. ▪ 2/2 (100%) of public pools were inspected. 		Social: Provides assurance that pool water is safe to swim in.

Current Levels of Service		Measure	Target 2008/09	Achievement in 2008/09	Contributes to which Community Outcomes	Effect on Well-being
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%	Achieved: 97.5% of the 82 new and renewed liquor licence manager's certificates licenses were issued within one month of receipt.	and of our community in general.	Social: 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%	Achieved: 15/15 (100%) 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	Not Achieved: One inspection was completed on the 4 th March 2009.		
17.6		Rural Fire equipment is inspected and maintained.	During the restricted fire season	Achieved: Register of Rural Fire equipment was audited four times during the financial year: 20 th August and 7 th October 2008 and 20 th March and 10 th June 2009.	<ul style="list-style-type: none"> ▪ Our communities support the viability of maintaining our rural lifestyles and values. ▪ Protecting the viability of our land for primary production. ▪ We support protecting our significant habitats and ecosystems. 	Social: Helps to protect the property and lives of rural residents. Environmental: Helps to protect the rural Hauraki District environment.
17.7		Timeframe for taking over responsibility for a fire within 1 hour of receiving official notification.	90%	Achieved: Responded to one fire within 1 hour of receiving official notification.		
17.8		Respond to requests for fire permits.	Within 2 working days.	Achieved: 185 fire permits issued within 2 days of request.		

Council projects that have contributed to Community Outcomes

Regulation of Activities				
Project	What initiated this project?	Contributes to which Community Outcomes	Achievement in 2008/09	Effect on Well-being
Liquor Ban in Hauraki District Central Business Districts	Increased vandalism and disorderly behaviour.	<ul style="list-style-type: none"> ▪ Social 	Amendment to the Hauraki Consolidated Bylaw with the introduction of 24 hour liquor ban in 50km zones in Paeroa and Ngatea and in all 50km and some 70kms speed zones in Waihi.	Social: Increasing and improving the standards and processes relating to liquor consumption in the District.

Cost of Funding – Community Protection

	Actual 2009 \$000	Budget 2009 \$000	Actual 2008 \$000	Key Variances
OPERATING EXPENDITURE				
Rural Fires	96	102	58	
Emergency Management	95	97	90	
Health	285	296	240	
Liquor Licensing	50	52	37	
	526	547	425	
OPERATING REVENUE				
Fees and Charges	65	87	78	
General Rates	460	460	416	
	525	547	494	
OPERATING SURPLUS/(DEFICIT)	(1)	-	69	
FUNDED BY				
Transfers to/(from) General Reserve	(1)	-	69	
	(1)	-	69	

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 compliance

	Current Levels of Service	Measure	Target 2008/09	Achievement in 2008/09/	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: 99.56%. 4127 known dogs registered. 18 known dogs not registered.	<ul style="list-style-type: none"> ▪ Our communities support the viability of maintaining our rural lifestyles and values. 	Social: 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: 63/63 (100%) of complaints received were responded to within 3 hours.		
18.3		Response to dog attack complaints against person.	Within 2 hours.	Achieved: 6/6 (100%) of all complaints received 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: A total of 5 educational articles were published in the HDC News page of the Hauraki Herald, including public notices notifying of the 2009/10 Year Registration Fees and Responsible Owner License (ROL) Scheme.	<ul style="list-style-type: none"> ▪ Our communities support the viability of maintaining our rural lifestyles and values. 	Social: Community awareness.

Council projects that have contributed to Community Outcomes

Regulation of Activities				
Project	What initiated this project?	Contributes to which Community Outcomes	Achievement in 2008/09	Effect on Well-being
Enhanced campaign on public safety from dogs	2007/08 saw a considerable increase in the number of recorded bites from dogs to humans, and it was recognised there was a need to address this.	<ul style="list-style-type: none"> ▪ Recreation ▪ Social 	By being proactive in ensuring dogs are on leads through education articles and increased street patrolling, there was a 60% reduction in the number of dog bites received on humans during 2008/09 compared to 2007/08.	Social: Contributes to the provision of community safety.

Cost of Funding – Animal Control

	Actual 2009 \$000	Budget 2009 \$000	Actual 2008 \$000	Key Variances
OPERATING EXPENDITURE				
Dog Registration	218	204	180	
Animal Control	132	162	139	
	350	366	319	
OPERATING REVENUE				
Fees and Charges	200	213	217	
General Rates	153	153	150	
	353	366	367	
OPERATING SURPLUS/(DEFICIT)	3	-	48	
FUNDED BY				
Transfers to/(from) General Reserve	3	-	48	
	3	-	48	