

Long Term Plan 2018-28

Service Plan for Regulatory Compliance & Licensing

Adopted by Council with the final Long Term Plan 2018-28 on 26 June 2018
Updated with Annual Plan 2019/20 adopted by Council 25 June 2019

Approvals		
Role	Name	Signature and date of sign-off
Activity Manager	Tracey Weston	 28-02-2018
Finance Manager	Gill Robertson	 1/03/2018
General Manager(s)	Leonie Rae / acting John Higgins	

Table of Contents

What does the overall Group of Activities do and why do we do it?	4
1. What does this activity deliver?	4
2. Why do we deliver this activity?.....	5
3. Specify Levels of Service	6
4. What levels of service do we propose to change from the current LTP and why?	14
5. How will the assets be managed to deliver the services?	14
6. What financial resources are needed?	14
7. How much capital expenditure will be spent, on what category of asset, and what are the key capital projects for this activity?	15
8. Are there any significant negative effects that this activity will create?	15
9. Does this Service Plan need to change as a result of a service delivery review?	15

What does the overall Group of Activities do and why do we do it?

Regulation and compliance services are needed to administer the laws that govern building and development work, the health and safety of licensed activities, and the keeping of dogs. The Council enforces compliance with regulations, monitors individual licences and approvals, investigates complaints and non-compliance, and assesses the potential effects of various activities while still enabling builders, developers and property owners to carry on their business.

Regulation and compliance activities contribute to the environmental and economic well-being of the community through the provision of resource consents, building consents, licensing approvals, inspections of construction work, and enforcement of health, noise, and other bylaws.

They contribute toward the achievement of the City's Community Outcomes by helping to make Christchurch a healthy and safe city, a city of people who value and protect the natural environment, and a healthy and thriving urban and rural centre. This contribution is made by ensuring legislative requirements are complied with, nuisances are minimised and the consenting process minimises adverse effects and ensures a safe and attractive built environment.

Regulatory compliance, licensing and registration

Our regulatory compliance team protects the health and safety of the city by minimising potential hazards – this includes controlling dogs and wandering stock, controlling where alcohol can be sold and consumed, and carrying out health inspections at food outlets. The team ensures that residents and businesses comply with rules for building, the District Plan and bylaws. It also responds to complaints about noise. Educating the public about the rules is a key part of the regulatory compliance team's work.

1. What does this activity deliver?

- Animal Management
- Compliance services relating to Resource Management Act (District Plan), Building Act, Local Government Act, Machinery Act, Litter Act, Fencing of Swimming Pool Act and local Council Bylaws
- Alcohol Licensing
- Food Safety and Health Licensing
- Environmental Health, including noise management, environmental nuisance and environmental health risks e.g. asbestos and land contamination
- Regulatory Compliance, Licensing and Registration public advice

2. Why do we deliver this activity?

Regulatory compliance and licensing activities play an important role in achieving the community outcomes set out in the Council's strategic framework. These activities support a healthy, safe and thriving city where community wellbeing is a priority and nuisance and environmental harm is minimised.

The Council's regulatory compliance and licensing responsibilities are conferred by statute. The regulatory purpose that these activities are designed to achieve is also determined by statute – for example one of the purposes of the Food Act 2014 is achieving the safety and suitability of food for sale, and the purpose of the Resource Management Act 1991 is to promote the sustainable management of natural and physical resources.

These activities touch on many aspects of the daily lives of the citizens of Christchurch – from the natural and built environment that we live in, to the public places that we visit and the food that we eat. The core regulatory compliance and licensing activities are outlined as follows:

- Animal Management Services are responsible for the administration and enforcement of the Dog Control Act 1996, the Christchurch City Council Dog Control Bylaw 2016 (which includes the general control of dogs within the city), the Christchurch City Council Stock Control Bylaw 2008 and the Impounding Act 1955 (which includes the general control of stray and wandering stock).
- Compliance and Investigation services are conducted across a range of statutes including the Resource Management Act 1991, the Building Act 2004, Local Government Act 2002 and the Litter Act 1979. This area also incorporates compliance activities relating to Council Bylaws such as the Cleanfill and Waste Handling Operations Bylaw 2015, Urban Fire Safety Bylaw 2007, Brothels (Location and Signage) Bylaw 2013, Freedom Camping Bylaw 2015 and Public Places Bylaw 2008.
- Alcohol Licensing services administer, on behalf of the Council and the Secretary of the District Licensing Committee, the processing of applications for Alcohol Licences and General Managers' Certificates under the Sale and Supply of Alcohol Act 2012. The Alcohol Licensing inspectors also carry out enforcement and compliance monitoring of licensed premises in conjunction with the NZ Police and representatives of the Medical Officer of Health.
- Environmental Health services manage and monitor matters of public health, including the abatement of environmental health nuisances, noise control, contaminated land, offensive trades and hazardous substances.
- Food safety services include licensing and monitoring activities for food premises under Food Act 2014 (which took effect on 1 March 2016).

3. Specify Levels of Service

The Levels of Service, Performance Measures and Performance Targets for Regulatory Compliance and Licensing activity are provided below. Shaded rows are the levels of service and performance measures to be included in the Long Term Plan. Non-shaded rows are non-LTP management level measures.

Performance Standards Levels of Service	Results	Method of Measurement	Current Performance	Benchmarks	Future Performance (targets)			Future Performance (targets) by Year 10 2024/25	
					Year 1	Year 2	Year 3		
					2018/19	2019/20	2020/21		
Animal Management									
9.0.1	Animal Management Services prioritise activities that promote and protect community safety	Injuries and risks to the community are minimised Council meets its statutory obligations	9.0.1 Register kept detailing time complaint received and time officer initiated the complaint.	2016/17 99.3% 2015/16: 97.8% 2014/15: 100% 2013/14: 95.6%	Auckland Council LOS specifies urgent complaints such as dog attacks responded to within one hour (95%)	9.0.1 98% of investigations of priority 1 complaints (aggressive dog behaviour and wandering stock) initiated within 10 minutes	9.0.1 98% of investigations of priority 1 complaints (aggressive dog behaviour and wandering stock) initiated within 10 minutes	9.0.1 98% of investigations of priority 1 complaints (aggressive dog behaviour and wandering stock) initiated within 10 minutes	9.0.1 98% of investigations of priority 1 complaints (aggressive dog behaviour and wandering stock) initiated within 10 minutes
9.0.14	Animal Management Services prioritise activities that promote and protect community safety	Injuries and risks to the community are minimised Council meets its statutory obligations	9.0.14 Separate registers are maintained one for dogs classified as dangerous and one for dogs classified as menacing. These registers are updated with	2015/16: 100% 2014/15: 100% 2013/14: 100% (189 visits)	Compliance requirements are prescribed by section 32 of the Dog Control Act 1996	9.0.14.1 100% of properties keeping dogs classified as dangerous are inspected annually.	9.0.14.1 100% of properties keeping dogs classified as dangerous are inspected annually.	9.0.14.1 100% of properties keeping dogs classified as dangerous are inspected annually.	9.0.14.1 100% of properties keeping dogs classified as dangerous are inspected annually.

Performance Standards Levels of Service		Results	Method of Measurement	Current Performance	Benchmarks	Future Performance (targets)			Future Performance (targets) by Year 10 2024/25
						Year 1	Year 2	Year 3	
						2018/19	2019/20	2020/21	
			compliance visit dates and reported monthly.			9.0.14.2 100% of properties with dogs classified as menacing are checked within 60 days of classification for compliance.	9.0.14.2 100% of properties with dogs classified as menacing are checked within 60 days of classification for compliance.	9.0.14.2 100% of properties with dogs classified as menacing are checked within 60 days of classification for compliance.	9.0.14.2 100% of properties with dogs classified as menacing are checked within 60 days of classification for compliance.
9.0.15	9.0.15 Animal management services encourage responsible dog ownership through education, registration and enforcement	Injuries and risks to the community are minimised Council meets its statutory obligations	9.0.15 Register of all programmes delivered is maintained on a monthly basis.	<i>2015/16: 56 presentations</i> <i>2014/15: 67 presentations</i> <i>2013/14: 44 bite prevention presentations to schools; and 7 adult group presentations</i>	Requirement of section 10 of Council Dog Control Policy 2016	9.0.15.1 50 Bite prevention programmes delivered to schools annually	9.0.15.1 50 Bite prevention programmes delivered to schools annually	9.0.15.1 50 Bite prevention programmes delivered to schools annually	9.0.15.1 50 Bite prevention programmes delivered to schools annually
9.0.15.2 20 Dog wise programmes delivered per annum						9.0.15.2 20 Dog wise programmes delivered per annum	9.0.15.2 20 Dog wise programmes delivered per annum	9.0.15.2 20 Dog wise programmes delivered per annum	
Compliance and Investigations – Building Act, Resource Management Act, Council Bylaws									
9.0.3	9.0.3 Protect community safety through the timely and effective response to	Injuries and risks to public health are minimised	9.0.3 Dangerous building incidences are recorded via CSR system.	<i>2015/16:100%</i> <i>2014/15:100%</i> <i>2013/14:100% (77 matters)</i>	No comparable benchmark with other Territorial Authorities	9.0.3.1 100% of all investigations of dangerous building reports are initiated, and identified hazards	9.0.3.1 100% of all investigations of dangerous building reports are initiated, and identified	9.0.3.1 100% of all investigations of dangerous building reports are initiated, and identified hazards	9.0.3.1 100% of all investigations of dangerous building reports are initiated, and identified hazards
9.0.3						9.0.3.1 100% of all investigations of dangerous building reports are initiated, and identified hazards	9.0.3.1 100% of all investigations of dangerous building reports are initiated, and identified hazards	9.0.3.1 100% of all investigations of dangerous building reports are initiated, and identified hazards	9.0.3.1 100% of all investigations of dangerous building reports are initiated, and identified hazards

Performance Standards Levels of Service		Results	Method of Measurement	Current Performance	Benchmarks	Future Performance (targets)			Future Performance (targets) by Year 10 2024/25
						Year 1	Year 2	Year 3	
						2018/19	2019/20	2020/21	
	complaints about public safety	Council meets its statutory obligations	Records are updated detailing action taken to "make safe" the site. All call outs are recorded in timesheets.			secured, within 24 hours, 7 days a week.	hazards secured, within 24 hours, 7 days a week.	secured, within 24 hours, 7 days a week.	secured, within 24 hours, 7 days a week.
			9.0.3 Public safety incidences are recorded via CSR system. Records are updated detailing action taken to "make safe" the site. All call outs are recorded in timesheets.	<i>New measurement (previously aggregated with dangerous building response measure)</i>	No comparable benchmark with other Territorial Authorities	9.0.3.2 100% of all investigations into reports of incidents covered by the Resource Management Act that meet serious risk to public safety criteria are initiated within 24 hours, 7 days a week	9.0.3.2 100% of all investigations into reports of incidents covered by the Resource Management Act that meet serious risk to public safety criteria are initiated within 24 hours, 7 days a week	9.0.3.2 100% of all investigations into reports of incidents covered by the Resource Management Act that meet serious risk to public safety criteria are initiated within 24 hours, 7 days a week	9.0.3.2 100% of all investigations into reports of incidents covered by the Resource Management Act that meet serious risk to public safety criteria are initiated within 24 hours, 7 days a week
9.0.28 9.0.6 New	Promote safe and healthy communities through education and enforcement of relevant bylaws	Injuries and risks to public health are minimised. Council meets its statutory obligations	9.0.28 A register capturing the number of proactive monitoring campaigns conducted to assess compliance with Council bylaws.	<i>New measurement – to capture new enforcement activities arising from new bylaws</i>	No comparable benchmark with other Territorial Authorities	9.0.28.1 3 proactive monitoring campaigns delivered per annum based on enacted Bylaws as at July 2017	9.0.28.1 3 proactive monitoring campaigns delivered per annum based on enacted Bylaws as at July 2017	9.0.28.1 3 proactive monitoring campaigns delivered per annum based on enacted Bylaws as at July 2017	9.0.28.1 To be reviewed

Performance Standards Levels of Service		Results	Method of Measurement	Current Performance	Benchmarks	Future Performance (targets)			Future Performance (targets) by Year 10 2024/25
						Year 1	Year 2	Year 3	
						2018/19	2019/20	2020/21	
			9.0.28 A register capturing time and costs associated with performing Bylaw compliance monitoring is maintained	<i>New measurement – to capture new enforcement activities arising from new bylaws</i>	No comparable benchmark with other Territorial Authorities	9.0.28.2 Maintain compliance with Council Bylaws by providing a monitoring regime that meets the Level of Service specified in each bylaw 95% of the time.	9.0.28.2 Maintain compliance with Council Bylaws by providing a monitoring regime that meets the Level of Service specified in each bylaw 95% of the time.	9.0.28.2 Maintain compliance with Council Bylaws by providing a monitoring regime that meets the Level of Service specified in each bylaw 95% of the time.	9.0.28.2 Maintain compliance with Council Bylaws by providing a monitoring regime that meets the Level of Service specified in each bylaw 95% of the time.
9.0.7 9.0.7	Protect the safety of the community by ensuring swimming pools comply with legislative requirements	Injuries and risks to public health are minimised	9.0.7 A register of pool inspections is maintained. Capturing address details, including anniversary date and scheduled date of inspection.	<i>2015/16: 28.8% 2014/15: 41.9% 2013/14: 36.9%</i> <i>Note new target required to reflect legislative amendments</i>	Waikato Council LOS specifies the percentage of swimming pools inspected for compliance annually	9.0.7 All pools are inspected in accordance with the legislative requirements in Section 162D of the Building Act 2004.	9.0.7 All pools are inspected in accordance with the legislative requirements in Section 162D of the Building Act 2004.	9.0.7 All pools are inspected in accordance with the legislative requirements in Section 162D of the Building Act 2004.	9.0.7 All pools are inspected in accordance with the legislative requirements in Section 162D of the Building Act 2004.
9.0.17 9.0.7 9.0.16 9.0.17	Protect the health and safety of the community by ensuring Resource Management Act activities comply with legislative requirements.	Injuries and risks to public health are minimised Council meets its statutory obligations	9.0.17 Register detailing monitoring cycle for each consent is updated with the date the site is monitored.	<i>2015/16: 95% 2014/15: 100% 2013/14: 100%</i>	Waikato Council LOS specifies the percentage of current land use consents monitored for compliance in the last 2 years	9.0.17 95% of high risk Resource Management Act consents and clean fill sites monitored at least once every 3 months	9.0.17 95% of high risk Resource Management Act consents and clean fill sites monitored at least once every 3 months	9.0.17 95% of high risk Resource Management Act consents and clean fill sites monitored at least once every 3 months	9.0.17 95% of high risk Resource Management Act consents and clean fill sites monitored at least once every 3 months

Performance Standards Levels of Service		Results	Method of Measurement	Current Performance	Benchmarks	Future Performance (targets)			Future Performance (targets) by Year 10 2024/25	
						Year 1	Year 2	Year 3		
						2018/19	2019/20	2020/21		
9.0.29	New	Protect the safety of the community by ensuring Amusement Devices comply with legislative requirements.	Injuries and risk to public safety are prevented	9.0.29 Requests are recorded via Council CSR system.	<i>New measure</i>	No comparable benchmark with other Territorial Authorities	9.0.29 Upon request 100% of applications are processed, sites inspected and permits issued.	9.0.29 Upon request 100% of applications are processed, sites inspected and permits issued.	9.0.29 Upon request 100% of applications are processed, sites inspected and permits issued.	9.0.29 Upon request 100% of applications are processed, sites inspected and permits issued.
Alcohol Licensing										
9.0.4	9.0.4 9.0.18	Protect the health and safety of the community by Licensing and monitoring-high risk alcohol premises	Injuries and risks to public health are minimised Council meets its statutory obligations	9.0.4 A record of all risk ratings (calculated according to the Regulations) is recorded in the Councils licensing system and reconciled with a register maintained for recording of inspections. With percentage of visits reported monthly.	2015/16: 100% 2014/15: 100% 2013/14: 100%	Wellington Council LOS specifies the percentage of medium, high and very high risk premises that are inspected annually	9.0.4 100% Very High/High risk premises are visited at least once a year	9.0.4 100% Very High/High risk premises are visited at least once a year	9.0.4 100% Very High/High risk premises are visited at least once a year	9.0.4 100% Very High/High risk premises are visited at least once a year

Performance Standards Levels of Service		Results	Method of Measurement	Current Performance	Benchmarks	Future Performance (targets)			Future Performance (targets) by Year 10 2024/25						
						Year 1	Year 2	Year 3							
						2018/19	2019/20	2020/21							
9.0.18	New	Customers receiving Alcohol Licensing services have a greater understanding of their obligations as Licensee's	Increased level of understanding resulting in less non compliances	9.0.18	Customers receiving lodgement educational services are requested to complete a feedback form at the conclusion of each meeting.	<i>New measure</i>	No comparable benchmark with other Territorial Authorities	9.0.18	80% of Customers who utilise lodgement education services indicate an increased awareness of their obligations.	9.0.18	85% of Customers who utilise lodgement education services indicate an increased awareness of their obligations.	9.0.18	90% of Customers who utilise lodgement education services indicate an increased awareness of their obligations.	9.0.18	90% of Customers who utilise lodgement education services indicate an increased awareness of their obligations.
Food Safety and Health Licensing															
9.0.5	9.0.5 9.0.23 9.0.25 9.0.26	Food premises are safe and healthy for the public	Injuries and risks to public health are minimised. Council meets its statutory obligations	9.0.5	A register of all Food premises is maintained, encompassing the inspection regime as prescribed.	<i>2015/16: 80% 2014/15: 86.9% 2013/14: 98%</i>	Auckland Council LOS specifies the percentage of D/E graded food premises re-inspected within one month	9.0.5	98% of scheduled Food Control Plan verification visits are conducted.	9.0.5	98% of scheduled Food Control Plan verification visits are conducted.	9.0.5	98% of scheduled Food Control Plan verification visits are conducted.	9.0.5	98% of scheduled Food Control Plan verification visits are conducted.
				9.0.19	A record of all corrective actions issued is maintained and compliance visits scheduled within 5 days of timeframe allowed to achieve compliance.	<i>New measure for 2017/18 Annual plan. No historical data available.</i>	No comparable benchmark with other Territorial Authorities – note previous measure has been altered to reflect new regulatory processes prescribed for compliance	9.0.19	95% of premises issued with corrective actions are visited within 5 working days of the time specified for compliance.	9.0.19	95% of premises issued with corrective actions are visited within 5 working days of the time specified for compliance.	9.0.19	95% of premises issued with corrective actions are visited within 5 working days of the time specified for compliance.	9.0.19	95% of premises issued with corrective actions are visited within 5 working days of the time specified for compliance.

Performance Standards Levels of Service		Results	Method of Measurement	Current Performance	Benchmarks	Future Performance (targets)			Future Performance (targets) by Year 10 2024/25
						Year 1	Year 2	Year 3	
						2018/19	2019/20	2020/21	
9.0.23	All other premises holding a Health Licence are safe and healthy for the public.		9.0.23 A register of all Licenses other than Food is maintained and an inspection schedule is established based on 50% achievement per annum.	2015/16: 50%	No comparable benchmark with other Territorial Authorities	9.0.23 50% of Health Licenses, e.g. Hairdressers, Funeral Directors and Camping Grounds inspected annually	9.0.23 50% of Health Licenses, e.g. Hairdressers, Funeral Directors and Camping Grounds inspected annually	9.0.23 50% of Health Licenses, e.g. Hairdressers, Funeral Directors and Camping Grounds inspected annually	9.0.23 50% of Health Licenses, e.g. Hairdressers, Funeral Directors and Camping Grounds inspected annually
Environmental Health including noise and environmental nuisance									
9.0.8 9.0.8 9.0.20	The community is not subjected to inappropriate noise levels	Injuries and risks to public health are minimised Council meets its statutory obligations	9.0.8 Weekly reports are received via contractor, detailing site, time of call out, time of visit and running total of % achieved.	2015/16: 91% 2014/15: 90% 2013/14: 90%	Auckland Council LOS specifies percentage of noise complaints responded to within 30 minutes for urban areas or 60 minutes for rural areas	9.0.8 90% of complaints in relation to excessive noise are responded to within one hour.	9.0.8 90% of complaints in relation to excessive noise are responded to within one hour.	9.0.8 90% of complaints in relation to excessive noise are responded to within one hour.	9.0.8 90% of complaints in relation to excessive noise are responded to within one hour.
9.0.21	Protect community safety through the timely and effective response to notifications of public health incidences.	Injuries and risks to public health are minimised Council fulfils its statutory responsibilities	9.0.21 Public health incidences are recorded via the Councils customer service request system. Date and time of initiation is	2015/16: 100% 2014/15: 100% 2013/14: 100% (11 instances)	Waikato Council LOS specifies percentage of environmental health complaints responded to within agreed timeframes	9.0.21 100% of investigations into matters that pose a serious risk to public health are received, assessed and if appropriate started within 24	9.0.21 100% of investigations into matters that pose a serious risk to public health are received, assessed and if appropriate started within 24	9.0.21 100% of investigations into matters that pose a serious risk to public health are received, assessed and if appropriate started within 24	9.0.21 100% of investigations into matters that pose a serious risk to public health are received, assessed and if appropriate started within 24

Performance Standards Levels of Service		Results	Method of Measurement	Current Performance	Benchmarks	Future Performance (targets)			Future Performance (targets) by Year 10 2024/25
						Year 1	Year 2	Year 3	
						2018/19	2019/20	2020/21	
			recorded as an event in the complaint recording system. Records are updated detailing action taken to "make safe" the site/situation. All call outs are recorded in timesheets.			hours (i.e. asbestos, P-labs, contaminated land, hazardous substances)	hours (i.e. asbestos, P-labs, contaminated land, hazardous substances)	hours (i.e. asbestos, P-labs, contaminated land, hazardous substances)	hours (i.e. asbestos, P-labs, contaminated land, hazardous substances)
Regulatory Compliance, Licensing and Registration public advice									
9.0.30			9.0.30			9.0.30	9.0.30	9.0.30	9.0.30
New	Customers have access to information on compliance responsibilities	Rates of non-compliance are reduced	All time supporting this level of service is captured via coding within staff members timesheets.	<i>New measure Encapsulates LGOIMA, Media responses, and Customer escalations - 82.15 hrs, were spent supporting this service for the 3rd quarter of 2016/17 financial year. It is envisaged that front counter enquiries will also be captured as part of this service provision in the future</i>	No comparable benchmark with other Territorial Authorities	Staff are available to respond to public information requests between 8 – 5pm, Monday to Friday	Staff are available to respond to public information requests between 8 – 5pm, Monday to Friday	Staff are available to respond to public information requests between 8 – 5pm, Monday to Friday	Staff are available to respond to public information requests between 8 – 5pm, Monday to Friday

4. What levels of service do we propose to change from the current LTP and why?

To review changes to levels of service between those adopted for the Amended Long Term Plan 2016-25 (Annual Plan 2017/18) and the draft Long Term Plan 2018-28, refer to [section 4 of the draft Service Plan](#).

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

Regulatory compliance and licensing activities have responsibility for a small number of service related assets such as sound level measurement devices and general environmental health, food safety and compliance investigation equipment.

The main asset associated with regulatory compliance and licensing activities is the animal management facility that consists of:

- Dog shelter facilities located at Metro Place in Bromley including a 400m² shelter upgraded in 2015, along with an office and other buildings.
- Site infrastructure such as carpark facility, footpaths and underground services.
- A house that is currently leased at a market rent to a staff member who provides after hours services for the shelter.

The operating, compliance and preventive maintenance costs associated with the animal management assets are relatively low as a result of the recent complex upgrade completed in 2016. It is anticipated that these costs will be covered by current revenue streams and additional funding will not be required.

6. What financial resources are needed?

Refer to the **Activities and Services** section in the most recently adopted [Long Term Plan / Annual Plan](#).

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

Refer to the **Capital Programme** section in the most recently adopted [Long Term Plan / Annual Plan](#).

8. Are there any significant negative effects that this activity will create?

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

9. Does this Service Plan need to change as a result of a service delivery review?

With the exception of Animal Management Services, all regulatory compliance and licensing activities were exempt from the review process required by section 17A of the Local Government Act 2002.

It is noted that the conclusion reached following the review of Animal Management Services under section 17A of the Local Government Act 2002 was to continue with the current approach to governance, funding and delivery. Accordingly, no changes to the Service Plan are required as a result of this review.