

MEMORANDUM

To	Policy & Regulatory Committee
From	Sue O'Gorman, General Manager Customer Support
Subject	Summary of Regulatory Activities 2019/20 to 2022/23
Date	20 August 2023

This memo is the supplementary agenda item for the report “Summary of Regulatory Activities for 2022/23” in the Policy and Regulatory Committee agenda for August 2023.

Introduction

This report is for information only, no decision is required of the Committee. It is the first time that this data has been presented to this committee in this format and feedback from the committee members will be sought on improvements that can be made going forward.

The information provided is an overview of trends, quantum and type of regulatory activities undertaken by several teams in the Customer Support Group for the four years from 1 July 2019 through to the 30 June 2023. The information covers the Resource Consents, Building Quality and the Community Safety activities.

It should be noted that there is no Animal Control information contained in this report as all animal control activity is reported annually as detailed in Section 10A of the dog Control Act 1996. The next annual report will cover activity from 1 July 2022 to the 30 June 2023 and will be presented to the next Policy and Regulatory Committee meeting in September.

Resource Consents

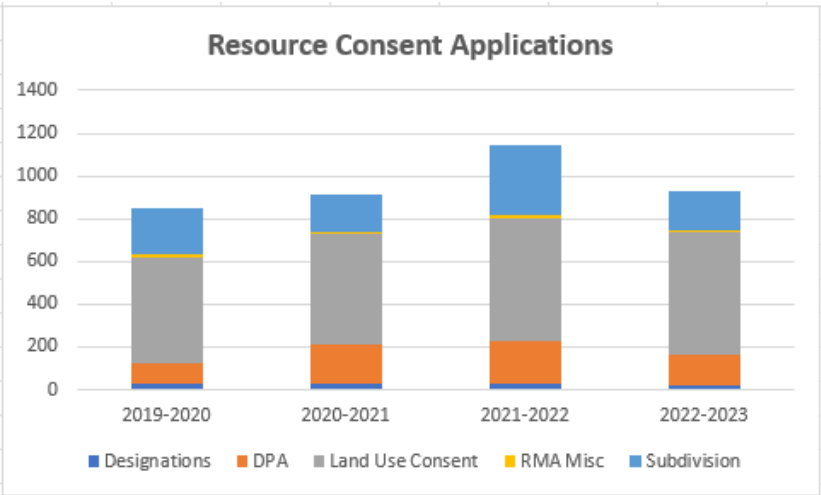
Resource Consents ensure that our communities and environment are developed and built in accordance with legislation, our District Plan and other relevant standards, strategies and plans.

This activity ensures that people’s use of the district’s natural and physical resources promotes sustainable management, which is the purpose of the Resource Management Act 1991 and is consistent with the objectives and policies of the Operative and Proposed District Plans. It also ensures that the provision of property and land information to customers is consistent with the requirements of the Local Government and Official Information and Meetings Act 1987.

The key challenges in the past four years that the team have encountered can be summarised as follows:

- COVID from March 2020 – the incoming consents increased, and staff had to adjust to a new way of working from home with new technology

- Subdivision consent applications had a significant increase in the 2021-22 year. Land Development Engineers (LDE's) are involved in the consent processing, then working with the developers during construction of the subdivision, and then auditing and signing off the completed development. The work from one application can spread over a number of years for the LDE's. There is a considerable workload generated in this area and the team has grown to two teams to accommodate this.
- The Proposed District Plan has, as a minimum, doubled the time taken to process consent applications as assessment is made against all versions of the Plan (Operative, Proposed and Appeals) and the planners need to build competence in dealing with, and interpreting, the new Plan. This also puts significant pressure on the WDC legal team.
- A number of National Standards have been put in place in the last few years so these also need to be considered when processing a consent.
- The labour market for Consent Planners is tight and our ability to recruit experienced planners is limited. The Consents team has trained up a higher number of graduates than normal and has taken on four Monitoring Officers to be trained as planners. The market has been affected by limited immigration; only a small number of university-trained planners coming onto the market each year; and a number of experienced planners nationwide being taken on by MfE for RMA reform.



Resource Consent Applications	2019-2020	2020-2021	2021-2022	2022-2023
Designations	26	25	26	23
DPA	101	187	198	137
Land Use Consent	488	516	578	575
RMA Misc	20	12	17	8
Subdivision	213	172	329	184
Total	848	942	1148	927

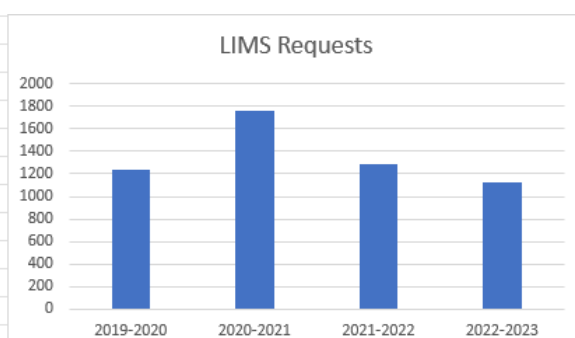
A summary is provided below of other relevant data that is collected on information provision to customers and other key steps in the consenting process.

A couple of points to note from this data:

- The decline in requests for property information can be partially attributed to the availability of property information online.
- LIMS and Duty Planner requests reflect the impact of the property market and economy.
- Pre-Application meetings were stopped in April 2022 to release capacity to process consents – these were reinstated in April 2023 and have been building slowly.
- The higher number 2022-23 Lots issued will be influenced by the higher number of subdivision consents received in 2021-22.



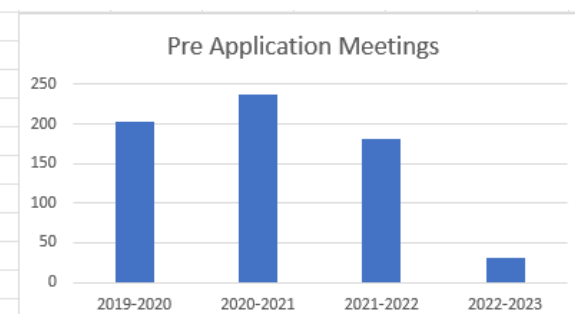
	2019-2020	2020-2021	2021-2022	2022-2023
Property Info Requests	206	203	147	107



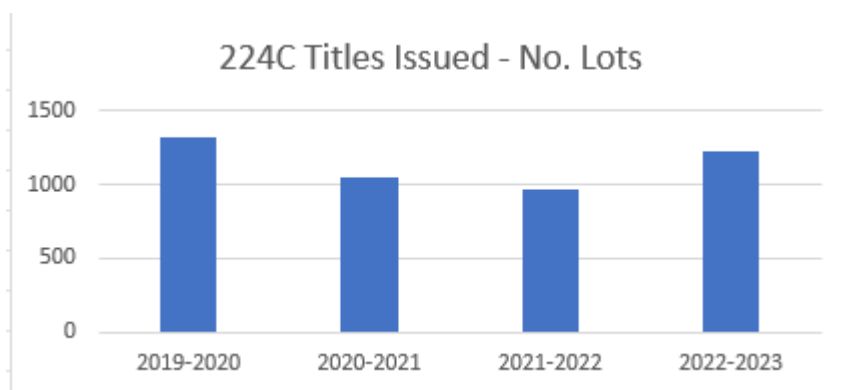
	2019-2020	2020-2021	2021-2022	2022-2023
LIMS Requests	1238	1761	1283	1121



	2019-2020	2020-2021	2021-2022	2022-2023
Duty Planner Requests	3501	4998	3904	2719



	2019-2020	2020-2021	2021-2022	2022-2023
Pre-App Meetings	203	238	182	31



	2019-2020	2020-2021	2021-2022	2022-2023
224C Titles Issued - No. Lots	1326	1045	969	1227

Building Quality

Building consents ensure that all buildings in our district are safe, healthy, durable and compliant with relevant legislation.

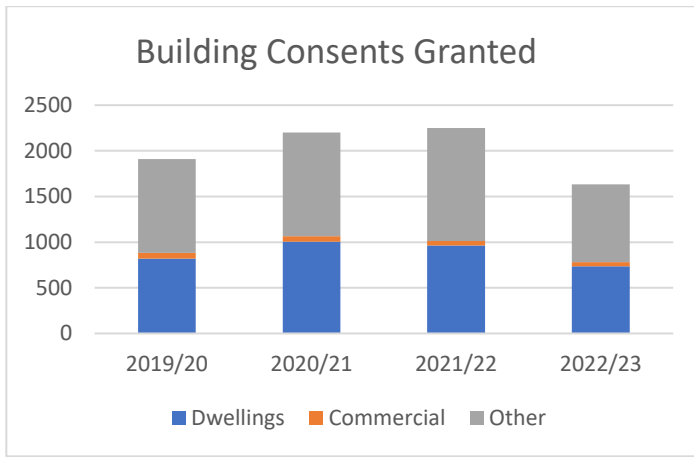
The activity ensures people can safely use a building, and that buildings do not threaten environmental quality or public health. We also ensure developments are safe, sustainable, and meet public expectations.

The building consent process is subject to an in-depth bi-annual audit from IANZ – these have resulted in WDC retaining their accreditation as a Building Control Authority. Some of the other Territorial Local Authority (TLA) required activities e.g. swimming pools and building warrant of fitness were audited by MBIE for the first time last year with a successful outcome.

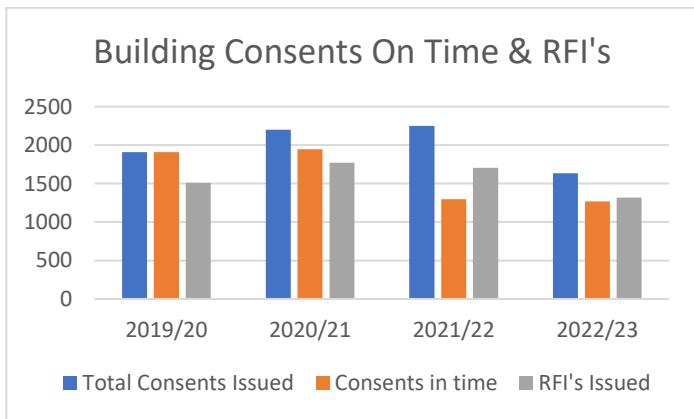
The key challenges for the team in the last four years are like those of the Resource Consenting activity. COVID, significant increase in consents over this period, resourcing struggles, and ongoing changes to legislation. In addition, the team have been heavily involved in the effects from the significant weather events. A significant resourcing struggle for the BQ processing team is the inability to recruit experienced staff and having to take on a number of inexperienced staff that have low output while building competency and take up a considerable amount of seniors time to train. This severely reduces capacity within the team to process consents.

A summary of the relevant data for the building quality activity is outlined below. Some points to note from this data:

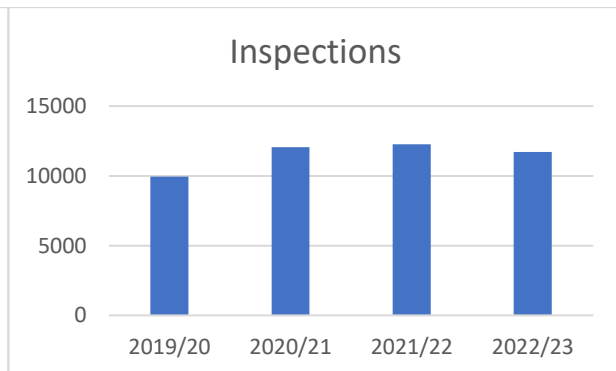
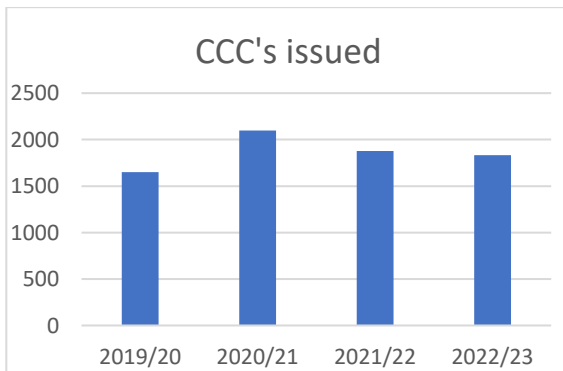
- 27% reduction in consents granted from 21/22 to 22/23
- The no. of consents that require requests for further information is on average 78%
- While the number of building consents processed within the 20 day statutory timeframe has reduced from 100% to 77% over the four years there was an increase from 58% in 21/22 to 77% in 22/23



	2019/20	2020/21	2021/22	2022/23
Dwellings	818	1007	964	736
Commercial	65	57	47	44
Other	1028	1135	1238	854
Total	1911	2199	2249	1634

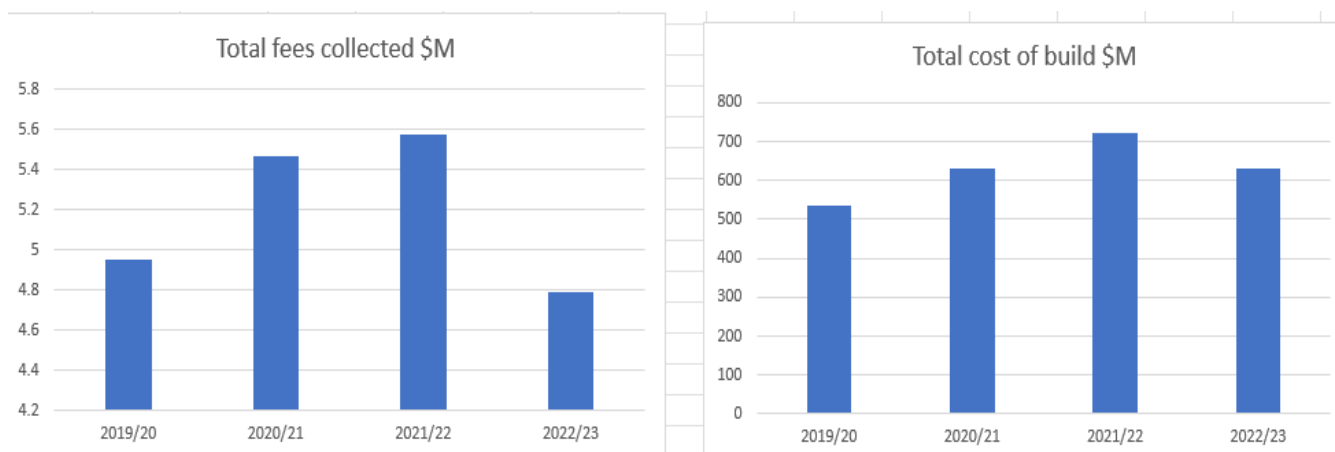


	2019/20	2020/21	2021/22	2022/23
Total Consents Issued	1911	2199	2249	1634
Consents in time	1908	1947	1296	1267
RFI's Issued	1508	1770	1705	1320



	2019/20	2020/21	2021/22	2022/23
CCC's issued	1651	2098	1879	1833

	2019/20	2020/21	2021/22	2022/23
Inspections	9934	12045	12263	11713



	2019/20	2020/21	2021/22	2022/23
Total fees collected \$M	4.95	5.47	5.58	4.79

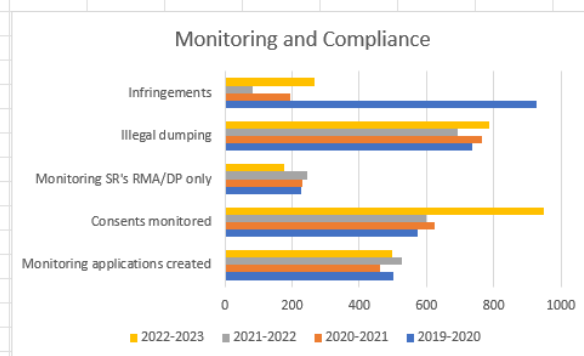
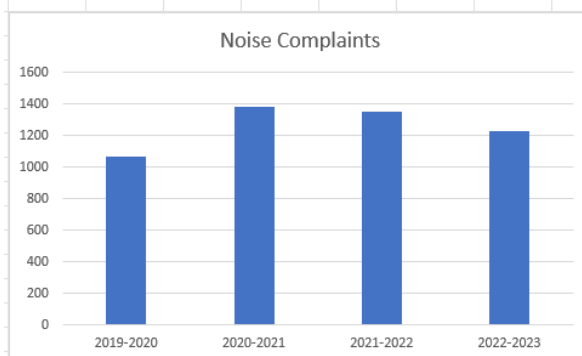
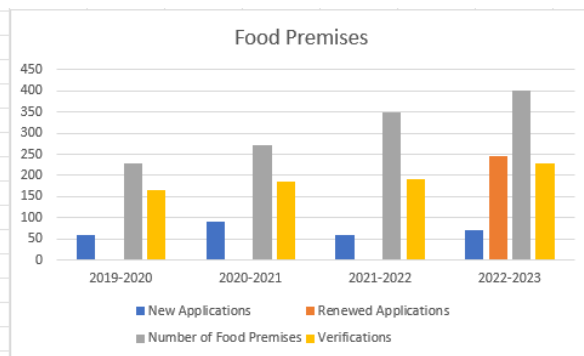
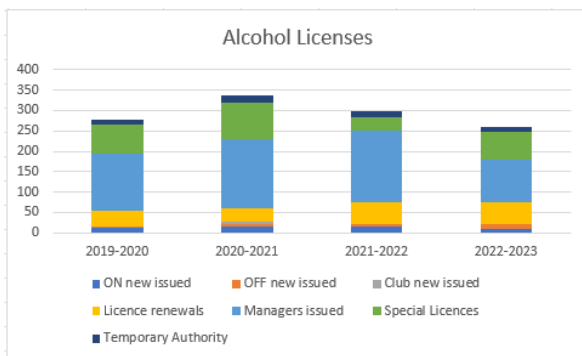
	2019/20	2020/21	2021/22	2022/23
Total cost of build \$M	537.19	632.04	722.11	630.00

Community Safety

The activities undertaken support the health and safety of our communities by promoting responsible dog ownership, regulating the safe and responsible sale and supply of alcohol, maintaining public health regulations, responding to, and investigating potential breaches of bylaws and resource consents and minimising risks from nuisance and offensive behaviour.

These activities also provide education services to our community to support the protection of public health and safety and the amenity of our district so it's an enjoyable place to live, and visit.

Data is presented below to give an indication of the size of the business. The key challenge currently for this activity is in the RMA monitoring area. With the significant number of consents produced on an annual basis the requirements to monitor consenting conditions is considerable. The KPI target set in the LTP has not been met for a number of years and the focus is given to the high risk consented activities.



		2019-2020	2020-2021	2021-2022	2022-2023
Alcohol Licences	ON new issued	12	14	15	8
	OFF new issued	4	8	7	13
	Club new issued	0	5	0	1
	Licence renewals	37	32	52	52
	Managers issued	140	172	178	106
	Special Licences	72	89	32	68
	Temporary Authority	14	16	15	11
		2019-2020	2020-2021	2021-2022	2022-2023
Food Premises	New Applications	60	92	58	70
	Renewed Applications	n/a	n/a	n/a	247
	Number of Food Premises	230	272	350	400
	Verifications	165	186	190	230
		2019-2020	2020-2021	2021-2022	2022-2023
Noise Complaints	Noise Complaints	1065	1384	1350	1231
		2019-2020	2020-2021	2021-2022	2022-2023
Monitoring	Monitoring applications created	502	461	525	496
	Consents monitored	575	624	600	948
	Monitoring SR's RMA/DP only	228	230	246	178
	Illegal dumping	736	765	691	786
	Infringements	926	194	82	267

Conclusion

This is the first time that this data has been presented to this committee as a report. This is a “pilot” and the data has been presented in a fairly basic format. Feedback from the committee members is sought on improvements that can be made going forward.