

Long Term Plan 2018-28

Service Plan for Regulatory Compliance & Licensing

As at February 2018


Approvals		
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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

Performance Standards Levels of Service (we provide)	Results (Activities will contribute to these results, strategies and legislation)	Method of Measurement (We will know we are meeting the level of service if.....)	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 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	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%)	98% of investigations of priority 1 complaints (aggressive dog behaviour and wandering stock) initiated within 10 minutes	98% of investigations of priority 1 complaints (aggressive dog behaviour and wandering stock) initiated within 10 minutes	98% of investigations of priority 1 complaints (aggressive dog behaviour and wandering stock) initiated within 10 minutes	98% of investigations of priority 1 complaints (aggressive dog behaviour and wandering stock) initiated within 10 minutes

Performance Standards Levels of Service (we provide)		Results (Activities will contribute to these results, strategies and legislation)	Method of Measurement (We will know we are meeting the level of service if.....)	Current Performance	Benchmarks	Future Performance (targets)			Future Performance (targets) by Year 10 2024/25
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9.0.1 9.0.14 Cont'd	Animal Management Services prioritise activities that promote and protect community safety		Separate registers are maintained one for dogs classified as dangerous and one for dogs classified as menacing. These registers are updated with compliance visit dates and reported monthly.	2015/16: 100% 2014/15: 100% 2013/14: 100% (189 visits)	Compliance requirements are prescribed by section 32 of the Dog Control Act 1996	100% of properties keeping dogs classified as dangerous are inspected annually. 100% of properties with dogs classified as menacing are checked within 60 days of classification for compliance.	100% of properties keeping dogs classified as dangerous are inspected annually. 100% of properties with dogs classified as menacing are checked within 60 days of classification for compliance.	100% of properties keeping dogs classified as dangerous are inspected annually. 100% of properties with dogs classified as menacing are checked within 60 days of classification for compliance.	100% of properties keeping dogs classified as dangerous are inspected annually. 100% of properties with dogs classified as menacing are checked within 60 days of classification for compliance.
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	Register of all programmes delivered is maintained on a monthly basis.	2015/16: 56 presentations 2014/15: 67 presentations 2013/14: 44 bite prevention presentations to schools; and 7 adult group presentations	Requirement of section 10 of Council Dog Control Policy 2016	50 Bite prevention programmes delivered to schools annually 20 Dog wise programmes delivered per annum	50 Bite prevention programmes delivered to schools annually 20 Dog wise programmes delivered per annum	50 Bite prevention programmes delivered to schools annually 20 Dog wise programmes delivered per annum	50 Bite prevention programmes delivered to schools annually 20 Dog wise programmes delivered per annum

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					2018/19	2019/20	2020/21		
Compliance and Investigations – Building Act, Resource Management Act, Council Bylaws									
9.0.3	Protect community safety through the timely and effective response to complaints about public safety	Injuries and risks to public health are minimised Council meets its statutory obligations	Dangerous building incidences are recorded via CSR system. Records are updated detailing action taken to "make safe" the site. All call outs are recorded in timesheets.	2015/16: 100% 2014/15:100% 2013/14: 100% (77 matters)	No comparable benchmark with other Territorial Authorities	100% of all investigations of dangerous building reports are initiated, and identified hazards secured, within 24 hours, 7 days a week.	100% of all investigations of dangerous building reports are initiated, and identified hazards secured, within 24 hours, 7 days a week.	100% of all investigations of dangerous building reports are initiated, and identified hazards secured, within 24 hours, 7 days a week.	100% of all investigations of dangerous building reports are initiated, and identified hazards secured, within 24 hours, 7 days a week.
			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	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	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	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	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

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						2018/19	2019/20	2020/21	
9.0.6	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	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	3 proactive monitoring campaigns delivered per annum based on enacted Bylaws as at July 2017	3 proactive monitoring campaigns delivered per annum based on enacted Bylaws as at July 2017	3 proactive monitoring campaigns delivered per annum based on enacted Bylaws as at July 2017	To be reviewed
			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	Maintain compliance with Council Bylaws by providing a monitoring regime that meets the Level of Service specified in each bylaw 95% of the time.	Maintain compliance with Council Bylaws by providing a monitoring regime that meets the Level of Service specified in each bylaw 95% of the time.	Maintain compliance with Council Bylaws by providing a monitoring regime that meets the Level of Service specified in each bylaw 95% of the time.	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	Protect the safety of the community by ensuring swimming pools comply with legislative requirements	Injuries and risks to public health are minimised	A register of pool inspections is maintained. Capturing address details, including anniversary date and scheduled date of inspection.	2015/16: 28.8% 2014/15: 41.9% 2013/14: 36.9% <i>Note new target required to reflect legislative amendments</i>	Waikato Council LOS specifies the percentage of swimming pools inspected for compliance annually	All pools are inspected at least once every three years, 6 months either side of anniversary of consent issue date.	All pools are inspected at least once every three years, 6 months either side of anniversary of consent issue date	All pools are inspected at least once every three years, 6 months either side of anniversary of consent issue date	All pools are inspected at least once every three years, 6 months either side of anniversary of consent issue date

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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	Register detailing monitoring cycle for each consent is updated with the date the site is monitored.	2015/16: 95% 2014/15: 100% 2013/14: 100%	Waikato Council LOS specifies the percentage of current land use consents monitored for compliance in the last 2 years	95% of high risk Resource Management Act consents and clean fill sites monitored at least once every 3 months	95% of high risk Resource Management Act consents and clean fill sites monitored at least once every 3 months	95% of high risk Resource Management Act consents and clean fill sites monitored at least once every 3 months	95% of high risk Resource Management Act consents and clean fill sites monitored at least once every 3 months
New	Protect the safety of the community by ensuring Amusement Devices comply with legislative requirements.	Injuries and risk to public safety are prevented	Requests are recorded via Council CSR system.	<i>New measure</i>	No comparable benchmark with other Territorial Authorities	Upon request 100% of applications are processed, sites inspected and permits issued.	Upon request 100% of applications are processed, sites inspected and permits issued.	Upon request 100% of applications are processed, sites inspected and permits issued.	Upon request 100% of applications are processed, sites inspected and permits issued.
Alcohol Licensing									
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	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	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	100% Very High/High risk premises are visited at least twice per year	100% Very High/High risk premises are visited at least twice per year	100% Very High/High risk premises are visited at least twice per year	100% Very High/High risk premises are visited at least twice per year

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						Year 1	Year 2	Year 3	
						2018/19	2019/20	2020/21	
			inspections. With percentage of visits reported monthly.						
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	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	80% of Customers who utilise lodgement education services indicate an increased awareness of their obligations.	85% of Customers who utilise lodgement education services indicate an increased awareness of their obligations.	90% of Customers who utilise lodgement education services indicate an increased awareness of their obligations.	90% of Customers who utilise lodgement education services indicate an increased awareness of their obligations.
Food Safety and Health Licensing									
9.0.5 9.0.23 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	A register of all Food premises is maintained, encompassing the inspection regime as prescribed.	2015/16: 80% 2014/15: 86.9% 2013/14: 98%	Auckland Council LOS specifies the percentage of D/E graded food premises re-inspected within one month	98% of scheduled Food Control Plan verification visits are conducted.	98% of scheduled Food Control Plan verification visits are conducted.	98% of scheduled Food Control Plan verification visits are conducted.	98% of scheduled Food Control Plan verification visits are conducted.
			A record of all corrective actions	<i>New measure for 2017/18 Annual</i>	No comparable benchmark with	95% of premises issued with	95% of premises issued with	95% of premises issued with	95% of premises issued with corrective

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						Year 1	Year 2	Year 3	
						2018/19	2019/20	2020/21	
			issued is maintained and compliance visits scheduled within 5 days of timeframe allowed to achieve compliance.	<i>plan. No historical data available.</i>	other Territorial Authorities – note previous measure has been altered to reflect new regulatory processes prescribed for compliance	corrective actions are visited within 5 working days of the time specified for compliance.	corrective actions are visited within 5 working days of the time specified for compliance.	corrective actions are visited within 5 working days of the time specified for compliance.	actions are visited within 5 working days of the time specified for compliance.
			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	50% of Health Licenses, e.g. Hairdressers, Funeral Directors and Camping Grounds inspected annually	50% of Health Licenses, e.g. Hairdressers, Funeral Directors and Camping Grounds inspected annually	50% of Health Licenses, e.g. Hairdressers, Funeral Directors and Camping Grounds inspected annually	50% of Health Licenses, e.g. Hairdressers, Funeral Directors and Camping Grounds inspected annually
Environmental Health including noise and environmental nuisance									
9.0.8 9.0.20	The community is not subjected to inappropriate noise levels	Injuries and risks to public health are minimised Council meets its statutory obligations	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	90% of complaints in relation to excessive noise are responded to within one hour.	90% of complaints in relation to excessive noise are responded to within one hour.	90% of complaints in relation to excessive noise are responded to within one hour.	90% of complaints in relation to excessive noise are responded to within one hour.

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						Year 1	Year 2	Year 3	
						2018/19	2019/20	2020/21	
	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	Public health incidences are recorded via the Councils customer service request system. Date and time of initiation is 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.	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	100% of investigations into matters that pose a serious risk to public health are received, assessed and if appropriate started within 24 hours (i.e. asbestos, P-labs, contaminated land, hazardous substances)	100% of investigations into matters that pose a serious risk to public health are received, assessed and if appropriate started within 24 hours (i.e. asbestos, P-labs, contaminated land, hazardous substances)	100% of investigations into matters that pose a serious risk to public health are received, assessed and if appropriate started within 24 hours (i.e. asbestos, P-labs, contaminated land, hazardous substances)	100% of investigations into matters that pose a serious risk to public health are received, assessed and if appropriate started within 24 hours (i.e. asbestos, P-labs, contaminated land, hazardous substances)

Regulatory Compliance, Licensing and Registration public advice									
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.	<p><i>New measure</i></p> <p><i>Encapsulates LGOIMA, Media responses, and Customer escalations - 82.15 hrs, were spent supporting this service for the 3rd quarter of 2016/17 financial year.</i></p> <p><i>It is envisaged that front counter enquiries will also be captured as part of this service provision in the future</i></p>	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?

The following is a summary of level of service changes.

Regulatory compliance and licensing activities have moved to focus on outcome based levels of service. Many of the Levels of Service specified in the 2017/18 Activity Management Plan have shifted to this approach. Importantly, we are still presenting the same service provision to the citizens of Christchurch however the levels of service focus on why we provide the services rather than how they are delivered.

Other changes reflect amendments to central government legislation that focuses on an outcome and risk based approach to public health and safety matters, rather than the historical reactive and inspectorate-type models. High risk activities are more closely regulated than lower risk activities spanning across a wide variety of statutory mechanisms. Changes to both the Sale and Supply of Alcohol Act 2012 and the Food Act 2014 have embraced this focus to minimise harmful effects to public health and safety. This legislative focus aids Council's strategic approach to regulatory compliance in better focusing on high risk activities and thus utilising resources and funding to deliver these statutory administrative requirements across the risk continuum.

Amended LTP 2016-25			LTP 2018-28			Rationale
LOS ID	LOS Description	Target (FY17/18)	LOS ID	LOS Description	Target (FY18/19)	
9.0.1 LTP	Percent of priority 1 complaints (aggressive behaviour by dogs & wandering stock) responded to within 10 minutes.	95%	TBC LTP	Animal Management Services prioritise activities that promote and protect community safety	98% of investigations of priority 1 complaints (aggressive dog behaviour and wandering stock) initiated within 10 minutes	Target increased to reflect the current levels of performance that consistently exceeds the current target.
9.0.14 LTP	Re-inspect properties of dogs classified as dangerous and high risk or menacing to check for compliance	98% per annum	TBC Non-LTP	Animal Management Services prioritise activities that promote and protect community safety	100% of properties keeping dogs classified as dangerous are inspected annually.	Compliance requirements are prescribed by section 32 of the Dog Control Act 1996. Target increased to reflect the current levels of performance that consistently exceeds the current target.
					100% of properties with dogs classified as menacing are checked within 60 days of classification for compliance.	Compliance requirements are prescribed by section 33 of the Dog Control Act 1996.

Amended LTP 2016-25			LTP 2018-28			Rationale
LOS ID	LOS Description	Target (FY17/18)	LOS ID	LOS Description	Target (FY18/19)	
						Target increased to reflect the current levels of performance that consistently exceeds the current target.
9.0.15 Non-LTP	Provide dog education programmes to community groups and schools	45 education programmes delivered into the community per annum	9.0.15 LTP	Animal management services encourage responsible dog ownership through education, registration and enforcement	50 Bite prevention programmes delivered to schools annually	Increase public awareness. Increased focus on prevention through education. Changed to reflect current level of performance
		45 education programmes delivered into the community per annum			20 Dog wise programmes delivered per annum	Increased focus on prevention through education. Changed to reflect current level of performance
9.0.3 LTP	Investigations into reports of matters that pose a serious risk to public safety are started within 24 hours (for Building Act and resource management Act matters)	100%	9.0.3.1 LTP	Protect community safety through the timely and effective response to complaints about public safety	100% of all investigations of dangerous building reports are initiated, and identified hazards secured, within 24 hours, 7 days a week.	New measurement (previously aggregated with Resource Management Act response measure)
N/A	N/A	N/A	9.0.3.2 LTP	Protect community safety through the timely and effective response to complaints about public safety	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	New measurement (previously aggregated with dangerous building response measure)
9.0.6 Non-LTP	Upon confirmation by Council staff of non-compliance, at least one written advice regarding corrective action to be given for breaches of City Plan / resource Management Act / Building Act & bylaw	95%	N/A	N/A	N/A	Internal measure that is part of business as usual.

Amended LTP 2016-25			LTP 2018-28			Rationale
LOS ID	LOS Description	Target (FY17/18)	LOS ID	LOS Description	Target (FY18/19)	
	breaches within 15 working days					
N/A	N/A	N/A	9.0.6.1 Non-LTP	Promote safe and healthy communities through education and enforcement of relevant bylaws	3 proactive monitoring campaigns delivered per annum based on enacted Bylaws as at July 2017	New measurement – to capture new enforcement activities arising from new bylaws
N/A	N/A	N/A	9.0.6.2 Non-LTP	Promote safe and healthy communities through education and enforcement of relevant bylaws	Maintain compliance with Council Bylaws by providing a monitoring regime that meets the Level of Service specified in each bylaw 95% of the time.	New measurement – reflects accountability and visibility of work team perform associated with Bylaw requirements
9.0.7 LTP	Minimum percentage of swimming pools and spa pools inspected annually	33%	9.0.7 LTP	Protect the safety of the community by ensuring swimming pools comply with legislative requirements	All pools are inspected at least once every three years, 6 months either side of anniversary of consent issue date.	Changes implemented to align with change in legislative requirements
9.0.16 Non-LTP	All known earthquake waste demolition storage sites and clean fill sites inspected bi-monthly	95%	N/A	N/A	N/A	Combined with new level of service t to make more succinct
		Report at least 6 monthly to Council Committee			N/A	
9.0.17 LTP	Monitor all high risk Resource Management Act consents/permits at least once every six months	95%	N/A	N/A	N/A	Combined with new level of service to make more succinct and monitoring frequency target increased..
N/A	N/A	N/A	TBC LTP	Protect the health and safety of the community by ensuring Resource Management Act activities comply with legislative requirements.	95% of high risk Resource Management Act consents and clean fill sites monitored at least once every 3 months	Aggregated two previous targets and monitoring frequency target increased
N/A	N/A	N/A	TBC LTP	Protect the safety of the community by ensuring Amusement Devices comply	Upon request 100% of applications are processed, sites inspected and permits issued.	Previously not measured but level of service provided. Public interest and awareness.

Amended LTP 2016-25			LTP 2018-28			Rationale
LOS ID	LOS Description	Target (FY17/18)	LOS ID	LOS Description	Target (FY18/19)	
				with legislative requirements.		
9.0.9 Non-LTP	Court proceedings taken by Council are fair and in the public interest	100%	N/A	N/A	N/A	Internal measure that is always achieved and part of business as usual. Court proceedings are taken seriously and due diligence prior to going to court happens as matter of course.
9.0.4 LTP	Inspect all high risk alcohol licensed premises at least twice per year (assessed using risk assessment methodology)	100%	N/A	Protect the health and safety of the community by Licensing and monitoring high risk alcohol premises	100% Very High/High risk premises are visited at least twice per year	Statutory obligation
9.0.18 Non-LTP	New applicants for new on/off/club licences attend pre-lodgement meeting to establish sufficiency of application and increase understanding of applicant's obligations in accordance with Sale and Supply of Alcohol Act 2012 and its supporting regulations.	95% of all new applicants	TBC Non-LTP	Customers receiving Alcohol Licensing services have a greater understanding of their obligations as Licensee's	80% of Customers who utilise lodgement education services indicate an increased awareness of their obligations.	Previously reflected in 9.0.18 New applicants for new on/off/club licences attend pre-lodgement meeting to establish sufficiency of application and increase understanding of applicant's obligations in accordance with Sale and Supply of Alcohol Act 2012 and its supporting regulations.
9.0.5 LTP	Inspect registered food premises once per year	To be replaced with new KPI relevant to new legislation	N/A	N/A	N/A	Change reflects legislative requirements replaced by new target 98% of scheduled Food Control Plan verification visits are conducted.
9.0.25 Non-LTP	Audit / verify Food Control Plans and National Programmes to the requirements of the Food Act 2014	Food Control Plans for new premises: 95% of operators to co-ordinate an audit within 1 month after issue of Notice of Registration	TBC LTP	Food premises are safe and healthy for the public	98% of scheduled Food Control Plan verification visits are conducted.	Change reflects legislative requirements

Amended LTP 2016-25			LTP 2018-28			Rationale
LOS ID	LOS Description	Target (FY17/18)	LOS ID	LOS Description	Target (FY18/19)	
9.0.26 Non-LTP	Investigate food safety complaints	At least 95% of complaints have an investigation started with 2 working days of the complaint being received				Internal measure that is part of business as usual.
9.0.23 LTP	All other Health Licenses, e.g. Hairdressers, Funeral Directors and Camping Grounds, are inspected bi-annually	Inspect 100% of these registered premises at least once every 24 months	TBC Non-LTP	Food premises are safe and healthy for the public	50% of Health Licenses, e.g. Hairdressers, Funeral Directors and Camping Grounds inspected annually	Previously a bi-annual target adjusted wording to reflect annual target.
9.0.19 Non-LTP	Food Control Plan corrective actions checked	95% of Corrective Action Requests issued as a result of a verification visit are complied with in accordance with the prescribed timeframe	TBC LTP	Food premises are safe and healthy for the public	95% of premises issued with corrective actions are visited within 5 working days of the time specified for compliance.	Change reflects legislative requirements.
9.0.24 Non-LTP	Percentage of premises identified as needing to operate a Food Control Plan (FCP) to be registered with a Food Control Plan	95% of all premises identified as requiring a to operate a FCP in year 2 of the Food Act transition period (March 2017 to March 2018) to be registered with a FCP	N/A	N/A	N/A	Change reflects legislative requirements.
9.0.27 Non-LTP	Monitor food safety and sale in operations that may or may not operate under a Food Control Plan or National Programme	Conduct at least one monitoring programme of food operations registered with the council each year to assess compliance with regulation requirements or other Food Act requirements	N/A	N/A	N/A	Change reflects legislative requirements.
		Conduct at least one monitoring programme on market food traders each year			N/A	Change reflects legislative requirements
9.0.20 Non-LTP	Noise direction notices issued immediately upon first visit and confirmation of "excessiveness"	95%	N/A	N/A	N/A	Internal measure that is part of business as usual, monitored monthly.

Amended LTP 2016-25			LTP 2018-28			Rationale
LOS ID	LOS Description	Target (FY17/18)	LOS ID	LOS Description	Target (FY18/19)	
9.0.8 LTP	Complaints in relation to excessive noise are responded to within one hour	90%	TBC LTP	The community is not subjected to inappropriate noise levels	90% of complaints in relation to excessive noise are responded to within one hour.	Wording change reflects outcome focus approach
9.0.21 Non-LTP	Investigations into reports of matters that pose a serious risk to public health are started within 24 hours (for matters such as Asbestos, P- Labs, contaminated land and Hazardous Substances).	100%	9.0.21 LTP	Protect community safety through the timely and effective response to notifications of public health incidences.	100% of investigations into matters that pose a serious risk to public health are received, assessed and if appropriate started within 24 hours (i.e. asbestos, P-labs, contaminated land, hazardous substances)	Wording change reflects outcome focus approach
N/A	N/A	N/A	TBC LTP	Customers have access to information on compliance responsibilities	Staff are available to respond to public information requests between 8 – 5pm, Monday to Friday	<p>A new performance measure relating to the provision of public advice is proposed.</p> <p>The Regulatory Compliance Unit currently responds to routine public advice requests (including requests under the Local government Official Information and Meetings Act and media enquiries). In addition to ensuring that regulated parties are properly informed of their compliance responsibilities, there is considerable public interest in regulatory compliance and licensing activities.</p> <p>The new level of service proposed reflects the importance of the public advice services provided and operational support required to ensure that this level of service is met.</p>

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?

REGULATORY & COMPLIANCE- REGULATORY COMPLIANCE & LICENCING				
	2017/18 Annual Plan	2018/19	2019/20	2020/21
	000's			
Animal Management	2,113	2,169	2,247	2,285
Food Safety & Health Licencing	1,374	1,346	1,395	1,421
Alcohol Licencing	1,264	1,254	1,295	1,322
Environmental Health	1,897	2,026	2,107	2,171
Compliance & Investigations	2,829	3,004	3,109	3,173
Regulatory Compliance Public Advice	51	113	118	120
Activity Costs before Overheads	9,528	9,911	10,270	10,493
Corporate Overhead	433	454	477	437
Depreciation	77	75	76	55
Interest	-	-	-	-
Total Activity Cost	10,038	10,441	10,823	10,985
Funded By:				
Fees and Charges	5,586	5,928	6,065	6,173
Grants and Subsidies	-	-	-	-
Total Operational Revenue	5,586	5,928	6,065	6,173
Net Cost of Service	4,452	4,512	4,758	4,812
Funding Percentages:				
Rates	44.3%	43.2%	44.0%	43.8%
Fees and Charges	55.7%	56.8%	56.0%	56.2%
Grants and Subsidies	0.0%	0.0%	0.0%	0.0%
Capital Expenditure				
Renewals and Replacements	10	-	2	-
Total Activity Capital	10	-	2	-

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

The forecast capital expenditure for regulatory compliance and licensing activities is set out below.

ID	Candidate Title		FY19	FY20	FY21	FY22	FY23	FY24	FY25	FY26	FY27	FY28
470	Compliance Equipment Rolling Package	Planned	0	2,300	0							
36876	Compliance Equipment Programme	Planned				20,000	0	2,500	25,750	5,000	0	0
		SAP Budget	5,111	48,053	2,620	2,704	2,785	0	0	0	0	0
			5,111	45,753	2,620	17,296	2,785	-2,500	-25,750	-5,000	0	0

The forecast indicates the need for additional capex funding in 2022, 2024, 2025 and 2026. This expenditure relates to the replacement of environmental health monitoring equipment (such as noise loggers and analytical software).

The provision of this funding will be important to ensure environmental health monitoring and compliance activities can be properly undertaken in accordance with Council's statutory responsibilities.

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.