



Waitaki

DISTRICT COUNCIL

TE KAUNIHERA Ā ROHE O WAITAKI

Notice of a meeting of the

Customer Services Committee

in the

**Empire Room, Oamaru Opera House
Thames Street, Oamaru**

Wednesday 1 February 2017

MEMBERSHIP:

Cr Tavendale (Chair)
Cr Dawson (Deputy Chair)
Cr Percival
Cr Wollstein

Mayor Kircher (ex Officio)
Cr Holding
Cr Perkins

***In the interests of the environment and to help reduce photocopying costs,
please bring your Committee agenda with you to the meeting***

Agenda

Customer Services Committee Meeting

Wednesday 1 February 2017

Empire Room, Oamaru Opera House
Thames Street, Oamaru

- Apologies
- Declarations of Interest

Page

1. **Customer Services Group Activity Report**
 - Memorandum and recommendation

3-17

Customer Services Committee:

Cr Tavendale (Chair)
Cr Dawson (Deputy)
Cr Percival
Cr Wollstein

Mayor Kircher (ex Officio)
Cr Holding
Cr Perkins

Customer Services Committee

Memorandum

From Customer Services Group Manager

Date 1 February 2017

Customer Services Group Activity Report – Period Ending 15 January 2017

Recommendation

That the information be received.

Summary and Purpose

The purpose of this memorandum is to inform the Committee about the activities of the Customer Services Group. NB: Following the changes to the group structure effective 1 November 2016, the Customer Services Group consists of Human Resources, Health and Safety, Customer Contact, Policy and Communications and Governance. Regulatory Services and Planning will also continue to report through to this Committee, with attendance from the relevant Group Manager.

1. Customer Services Group General

1.1. Customer Requests

No CRMs received in the period of this report. CRMs are seldom received in relation to the units within this Group.

1.2. Customer Services Group Team

Vacancies – Human Resources Advisor, approved to support the interim Group Structure that was introduced on 1 November 2016. Advertising commenced on 20 January, closing 1 February.

1.3. Financial Performance

Period 6 reporting is currently being processed due to timing in the New Year, but not available at the time of preparing this report. Financial variances will be available for the next Activity Report.

2. Customer Contact

2.1. Customer Requests and Service Performance

2.1.1. Customer Requests

- Customer Contact Team continue to proactively look at CRMs coming up to due/overdue so we can reduce the fail rate and increase the success percentage.
- Officers are planning activities to pursue the Customer Service Excellence Strategy target of 95% resolution rate on all CRMs by 30 June 2017.
- Downers' parks transition has not added any unnecessary work into the Customer Contact Team. CRMs are still a work in progress to achieve optimum results for both Council and contractor.
- December transactions are lower than other months due to Christmas shut down period.
- Details provided in Appendix 1 show statistics on opening Council one week earlier than we have been historically.

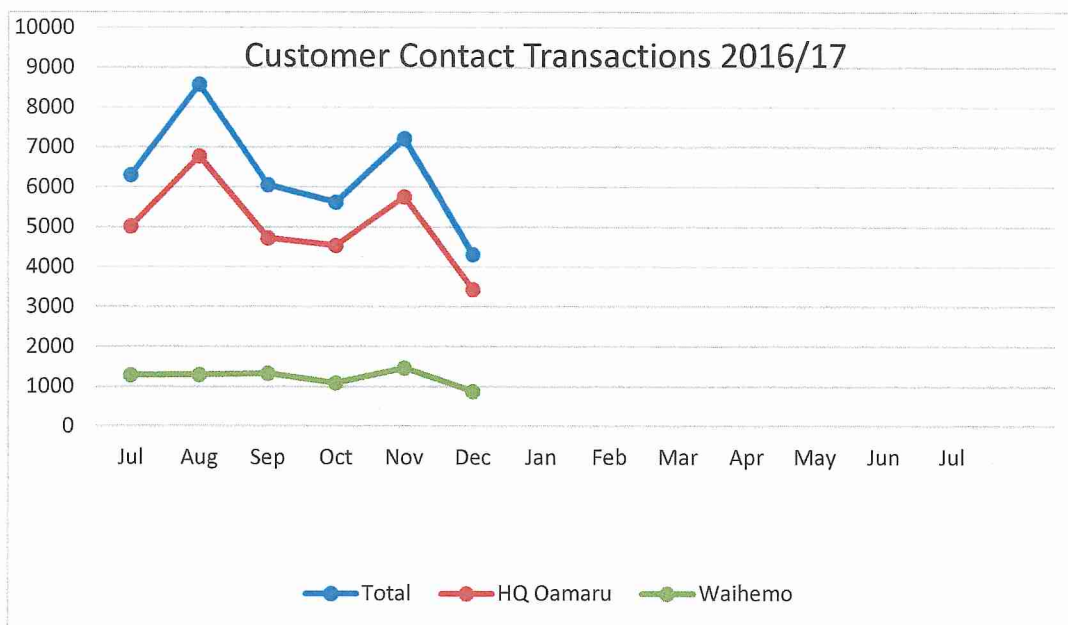
Overdue CRMs

Activity	Number at 31 November	Number at 31 December
Policy & Communications	0	0
TOTAL	0	0

Service Performance

CCT Statistics – Oamaru and Waihemo

Transactions December	Totals
Total transactions (calls, counter and emails)	4,306
Average transactions/person/day HQ	35.48
Average transactions/person/day WSC	22.02
Abandoned calls percentage over 30 seconds	1.07



2.2. Projects

Project	Comment
Customer Contact Team review	Customer Contact Team review – planned unit review of efficiency of operations as part of continuous improvement programme.

2. Policy & Communications

2.1. Governance, planning and reporting

- Elected Member Induction**
 - Mayor and Councillors were 'Sworn in' at the Inaugural Council meeting on 19 October.
 - Waihemo and Ahuriri Community Board Members were 'Sworn in' at their Inaugural meetings on 31 October and 1 November respectively.
 - Ahuriri Ward bus tour took place on 14 and 15 November 2016.
 - Various reports to Council related to governance and the new triennium were approved. This included the 2017 Meeting Schedule, appointment of Councillors to Community Boards and Committees, remuneration.
 - Oamaru bus tour was held on 16 December with Waihemo Ward tour scheduled for 22 February.
- Delegations** (Elected Members and CEO/Officers) – a workshop with Councillors is planned for 1 March.
- Annual Report** – adopted on 26 October at the first official Council meeting. The Team assisted with the non-financial component of the report and completed the 'summary' for the general public.
- Annual Plan** – was initiated in late 2016 with a report to Council on process and timelines followed by a workshop on proposed changes to the Long Term Plan 2015-25. A 1 February 2017 Council workshop is planned to assist Council at its 15 February meeting to direct officers to complete a budget proposal for consultation.

- **Long Term Plan 2018-28** – project planning has been initiated at an officer level with the intention to report process and timelines to the Council in March 2017.

2.2. Communications

- **Library** – RFID technology and imminent library closure for new fit-out.
- **Building Control** – *Building Wrap* newsletter.
- **Annual Plan 2017/18** – development of initial consultation and engagement plan.
- **2014 Food Act** fee structure consultation (opened on 2 December and closes on 1 February). Submissions will be presented to Council before a final decision on the fee structure is adopted on 29 March.
- **General Bylaw review** – ‘live’ Facebook session to discuss keeping of bees and roosters in urban areas and responsible cat ownership.
- **Media** – Liaised with relevant Council units:
 - media issues relating to rural water thefts
 - building consent process
 - road access of historic precinct
 - capture of peacock
 - Downer open space contract
 - Hamnak water pipeline project
 - freedom camping
- **Waitaki Aquatic Centre Newsletter** – Term Four.
- **Marketing/Public Relations Support** - HR (vacancies), Oamaru Public Gardens, Waitaki Lakes Camping, Roding and Liquor Licences.
- **Latitude Magazine** – was approached by Latitude Magazine (a high-end Canterbury publication) to write an article about tourist attractions around Oamaru and Waitaki. This will be published in the February/March edition.
- **Civil Defence** – provided public information support during the Kaikoura earthquake which was then followed up with a coordinated district-wide Civil Defence education campaign in conjunction with other councils and the Ministry of Civil Defence and Emergency Management.
- **Cultural Facility** - development of a new Communications Plan for the Cultural Facility Development Project, including liaison with Tourism Waitaki about community fundraising launch and related activities.
- **Website/Information Management**
 - Council's website content review programme was completed in October 2016.
 - New information is published on Council's website which includes Freedom Camping, Drones, Fire Permits, Property, Elections and Environmental Health.
 - The Website Administrator continues to update website content with the unit content owners.
 - Website editors received training from the Website Administrator on how to edit the new website.
- **Website and Facebook Analytics**
The updated Website and Facebook analytics for the latest period are included in Appendix 2 of this report.

2.3. Policy

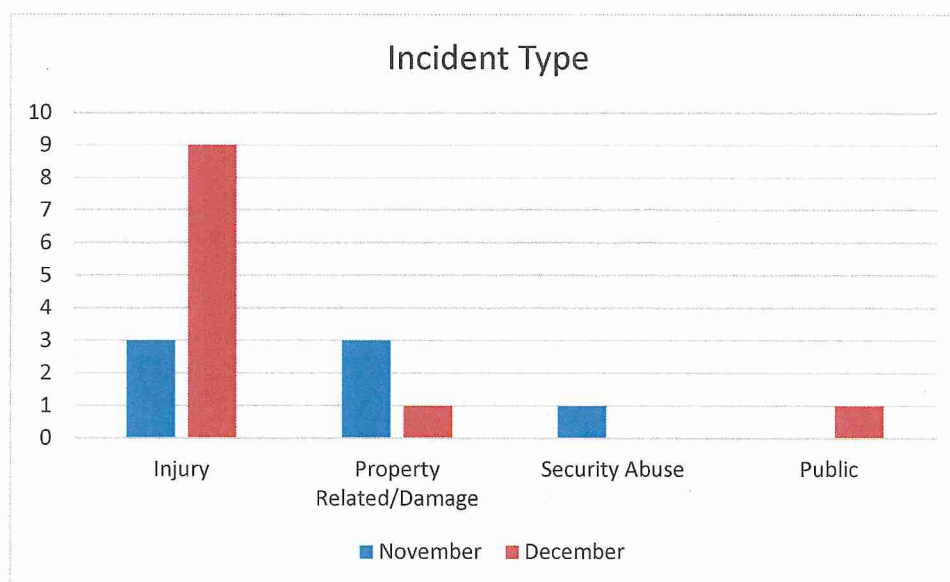
- **Responsible Freedom Camping Bylaw** – Council adopted the Waitaki District Responsible Freedom Camping Bylaw on 14 September following a recommendation from the 31 August Customer Services Committee.
- **General Bylaw Review** – was initiated just prior to the 2016 elections and is now progressing with a 1 February 2017 Council workshop planned.
- **Policy Register** – work has started on reviewing and improving the Council's Policy Register and supporting processes.

3. Health, Safety and Wellbeing

3.1. Lag Indicator Statistics

	Near Misses	Incidents	Notifiable Events*	
			Injury	Incident
November 2016	0	7	0	0
December 2016		11	0	0
2016/2017 Year to Date (including current period)	7	44	0	0

* Refer Part 1 Sections 23-25 of the Health and Safety at Work Act 2015 for definitions



3.2. Lead Indicator Statistics

	Induction (individuals)	Training (individuals)	Safe Work Observations	Audits
November 2016	0	42	0	0
December 2016	1	10	0	1

Training

Fire Warden Refresher training (10 staff)
 Fire Extinguisher training for identified staff (5 staff)
 Defensive Driving training for identified staff (21 staff)
 Ladder workshop (16)

Hazards

Trip hazard - power box and cords on floor in Roding/Water Department – taped down in meantime, being eliminated during January renovations.

Health and Safety General

- ACC Workplace Safety Management Practices Audit took place on the 7 December 2016 – obtained Tertiary Level through to December 2018.
- DataPowder Safehold Trailblazer Health and Safety software – is in the process of being installed and implemented.
- Annual and bi-annual Health and Safety updates will be included in relevant Group Activity Reports.
- Health and Safety legislative training is to be offered to the Community Boards and Councillors as required.

4. Regulatory Services

4.1. Service Performance

- **Building**

Building Consents as at 31 December 2016 (See graph below):

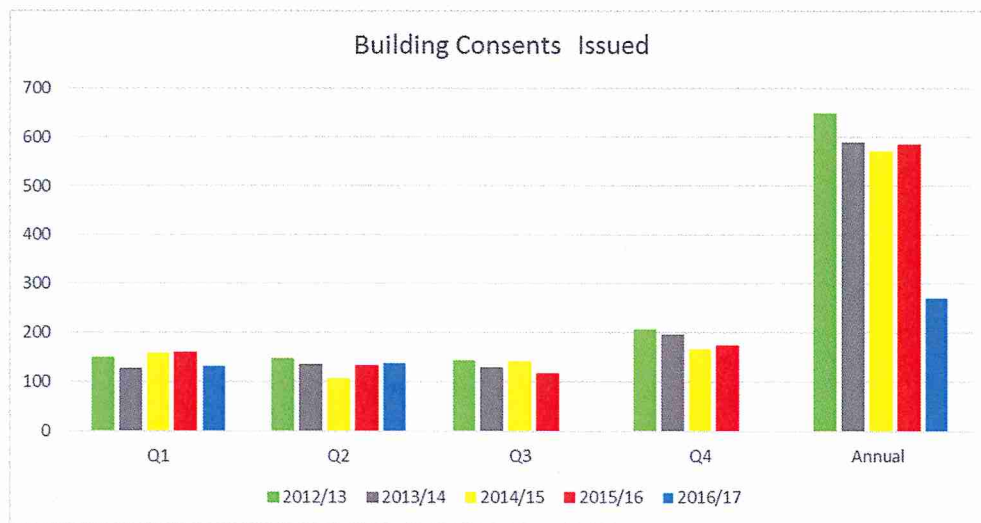


Figure 1 - Building Consents Issued by Quarter – 2012/13 to 2016/17
2016/17 annual figure is year to date

Year to date 259 consents have been approved. 87.5% have been processed within 20 working days with average number of days to process at 12.5. Overall consents are slightly lower than the last financial year but on par with 2014 and 2015 financial years.

A new contractor was approved in December and they made a huge difference in getting work processed with a total of 60 consents approved. This was our highest monthly volume for the year so far. There are currently 76 consents in the system with 31 (41%) commercial applications. 34 consents are on hold awaiting more information.

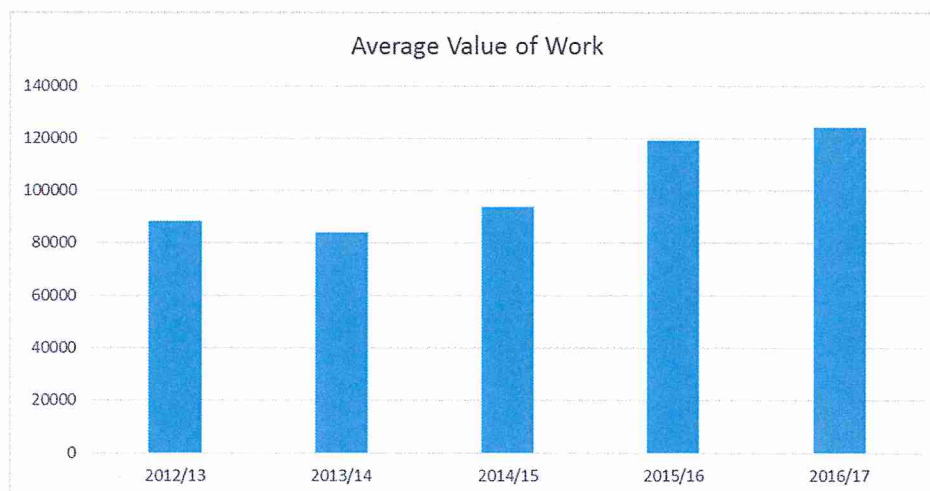


Figure 2 – Average Value per Building Consent 2012/13 – 2016/17

The average value of work is slightly ahead of the last financial year. This is mainly driven by strong commercial consents.

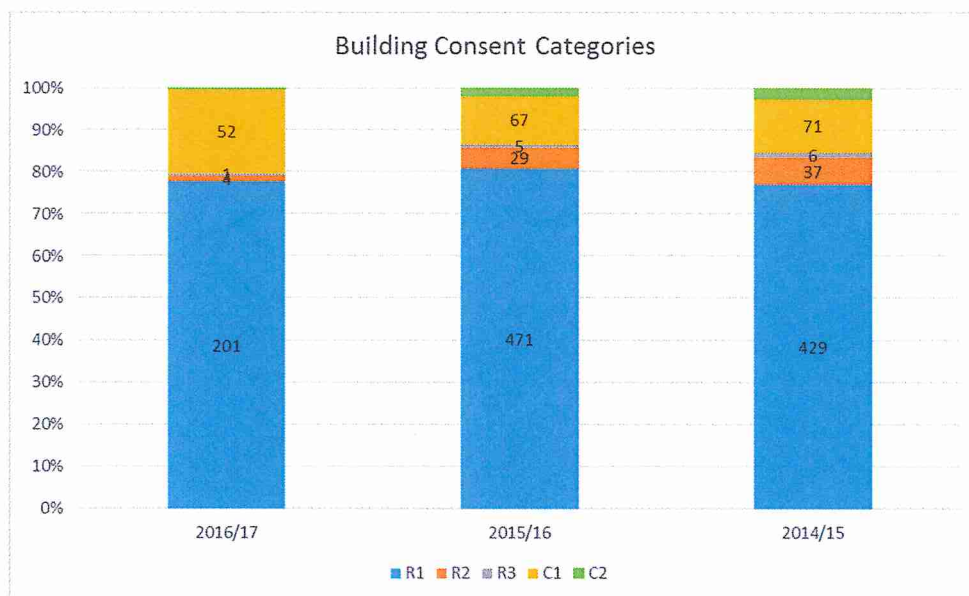


Figure 3 – Building Consents by Category 2014/15-2016/17
(R= Residential, C=Commercial)

Our investment in developing capability is beginning to pay off with a high volume of commercial activity (now 20% of total volume YTD). We have two officers that can process commercial 1 and 2 work without supervision, all other BCOs now have some level of competency with supervision requirements. The volume of commercial work will assist officers to develop skills and over the next quarter we anticipate more officers can reduce supervision requirements.

Another aspect to this commercial work will be the impact on administration. A number of commercial buildings will require compliance schedules which adds about an extra hour to the process for new systems and can be two hours for amendments to existing systems. Tracy Hunter's appointment to the vetting officer role will be a big loss of experience and we are hopeful we get strong interest in the recently advertised administration roles.

With the high volume of commercial activity currently in the system, we are likely to continue to struggle to process this work within statutory timeframes.

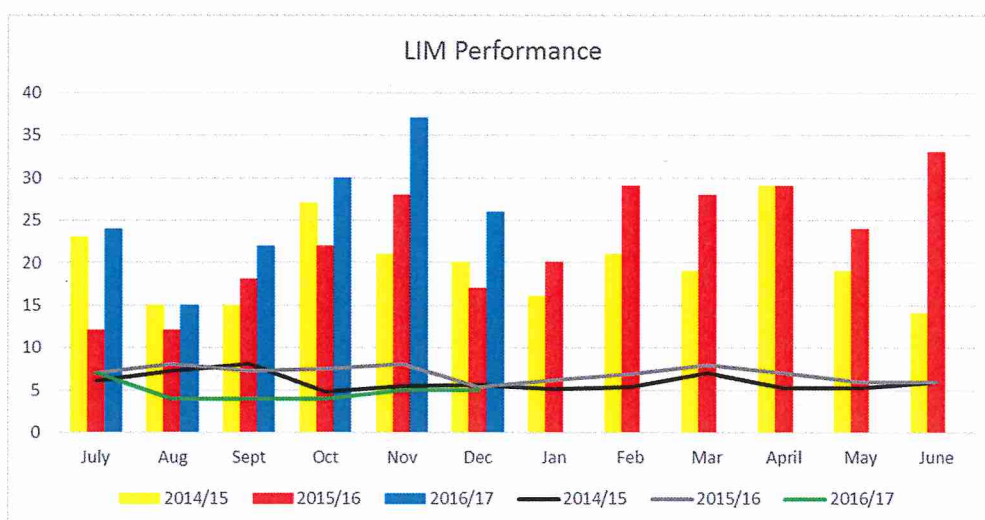


Figure 4 – Land Information Memorandum Performance 2014/15-2016/17

The area showing the greatest lift is Land Information Memorandums (LIMs) which is 41% ahead of the same period last year. This is a reflection of the buoyant property market

and pleasing that we have continued to process within the 10 day timeframe. Hand in hand with the LIM increase is an increase in requests for property files. Due to work volumes in Regulatory, access to property files is being managed by Information Services. Although the new process has only been in place for a short time it has proven to be valuable.

- **Environmental Health**

Alcohol – Inspections ahead of annual target.

Food and Other Registered Premises – Inspections slightly below target. This has been impacted due to unexpected sick leave.

Environmental Health – All enquiries have been managed effectively by the health team in the absence of our senior officer.

- **Enforcement**

Freedom Camping

As at 31 December 2016

Location	October	November	December
Infringements Issued	18	46	46
Withdrawn	12	10	6
Remaining	6	36	40
% remaining	33%	78%	87%
Value	\$1,200	\$7,200	\$8,000
Amount Paid	\$ 600	\$3,200	\$2,000
% of Value	50%	44.4%	25%

The number of infringements issued in December that have been paid will likely increase as reminder notices are sent out after 28 days of the infringement being issued. We are currently considering options to address unpaid fines.

Twenty-six appeals have been lodged since our CRM system was established on 7 December. Most freedom campers have not made themselves aware of our bylaw, particularly the need to be certified self-contained.

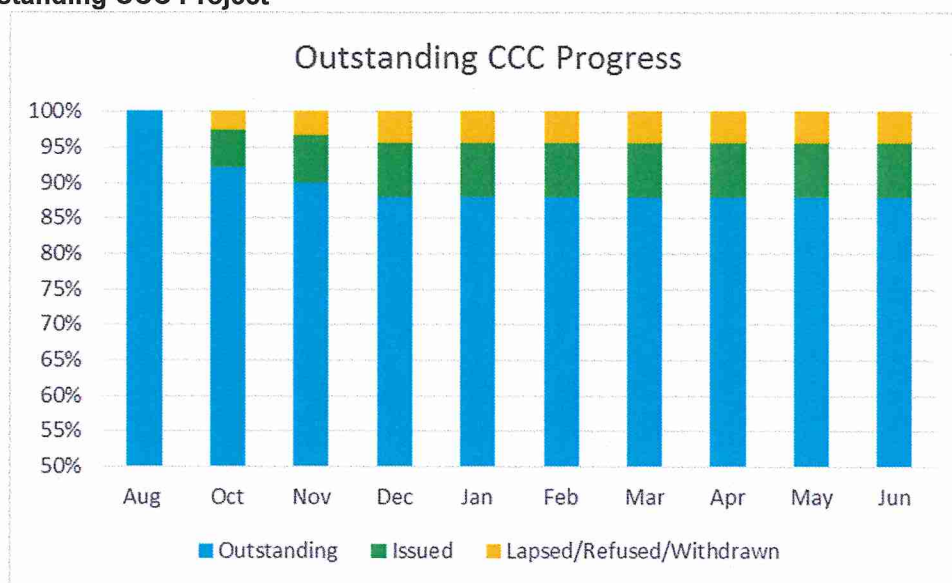
Over the Christmas period the contractor called at Gemmell's Crossing early evening to educate campers on Council's bylaw. The general sentiment amongst those spoken to was that they had been camping there for years and the rules took away the traditional kiwi camping experience.

A number of campers have been confused by signage at All Day Bay. Our final attempt to make this clear will include a dual sided sign in the permitted area so vehicles approaching from either direction can easily identify the area.

- **CRM Activity**

As at 11 January 87% of CRMs were resolved within agreed timeframes. Three CRMs remain overdue with two requiring a visit to overgrown sections and a building enquiry that is believed to be closed. There are no diary notes to confirm this so it will be followed up when the officer returns from leave.

4.2. Regulatory Business Case Outstanding CCC Project



To date we have had an 80% response rate to letters and follow up phone calls. Twenty-three inspections were booked during January. Letters are being developed to advise home/building owners that CCC has been refused if no response has been received and for commercial buildings without current Certificates of Public Use.

Recruitment – All administration and the Quality Assurance Officer roles have been advertised along with re-advertising the Senior Building Control Officer vacancy. Applications close at different dates from 23 January to 7 February with shortlisting and interview dates scheduled.

Compliance Schedule Project – a draft project scope has been prepared to respond to TA audit actions.

4.3. Policy

Building (Pools) Amendment Act – Under action.

Food Act 2014 Fee Consultation – Closes 1 February. To date one submission has been received. A second, reminder media release has been issued and staff are encouraging businesses to submit if talking with them.

Earthquake Prone Buildings – Awaiting decision on cluster approach.

Exemptions under the Building Act – Not started

District Licensing Committee Options – Recommendation of future committee structure, prior to elections in September.

Hearing Committee Process (Dogs) – Not started.

Alcohol Strategy - A joint initiative with Regulatory Services and Community Safety and Development is under discussion. Currently assessing if more information is available to assist us understand alcohol related harm in the district. A report will be prepared for Council later in the year.

Regulatory Strategy – Not started.

5. Planning

5.1. Customer Service

In the 12 months from 10 January 2016 – 10 January 2017, Planning achieved an 80% response rate to CRMs and a 95% resolution rate.

5.2. Resource Consent Decisions Made Under Delegated Authority

Date Closed	Type	Description	Location	Target Days	Process days
12/12/16	Land Use	Garage within the side and back boundary setbacks in residential zone	Waitaki Drive Otematata	20	14
15/12/16	Land Use	Pump shed greater than 10m2 in Rural general zone	Racecourse Road Duntroon	20	18
14/12/16	Land Use	Irrigate land, undertake earthworks in residential and Rural Scenic Zone	Otematata – Kurow Road	20	17
12/12/16	Land Use	Build garage within the side boundary setback in Rural Residential Zone	Maudes Road	20	15
6/12/16	Land Use	Build garage within the back and side boundaries in Residential Zone	Salisbury Crescent	20	16
9/12/16	Land Use	Outdoor free range pig farm in Rural General Zone	Palmerston-Dunback Road	20	19
13/12/16	Land Use	Retail shop to sell wine from vineyard in RG Zone	Otematata-Kurow Road	20	12
2/12/16	Land Use	Operate plumbing and gasfitting business and signage in Res Zone	Thames Street	20	19
6/12/16	Land Use	Change conditions on LRC99/27 by accepting clean landfill	Corbett Road	35	29
12/12/16	Designation	Partial removal of designation	Liverpool Street Kurow	20	13
9/12/16	Subdivision	Subdivide Lot 3 into three lots Business Zone	Parsons Lane Otematata	20	16
2/12/16	Subdivision	Stage 3 Lots 33-43 and Road lot 104 in Res Zone	Weston Road	25	24
2/12/16	Subdivision	Stage 2 Lots 20-32 and Road lot 103 in Res Zone	Weston Road	25	24
2/12/16	Subdivision	Stage 1 Lots 1-19 Reserve lot 102 and Road lots 100 and 101 in Res Zone	Weston Road	25	24
12/12/16	Subdivision	Sect 127 change condition #4 Covenant	Galbraith Road Flag Swamp	20	16
19/12/16	Land Use	Earthworks and track construction for A20	Livingstone-Duntroon Road	20	11

Date Closed	Type	Description	Location	Target Days	Process days
19/12/16	Land Use	Homeware retail outlet in Res Zone	Rata Drive Otematata	20	11
23/12/16	Land Use	Renovations to a heritage building – Neil's Store	Harbour Street	20	17
22/12/16	Land Use	Boundary Setback	Liverpool Street Kurow	20	10
20/12/16	Land Use Hearing Notified	Coronation nth Project extension and drilling at Coronation Pit and area	Horse Flat Road Macraes Flat	130	

5.3. Projects

Planning Unit and Priority	Project	Comment
1	District Plan Review	<p>The District Plan Review Subcommittee met each month between April and September 2016 to discuss various topics and District Plan chapters prior to staff releasing discussion documents for public consultation. These workshops will re-commence with the new committee on 1 March 2017 and are scheduled every month through to June 2017.</p> <p>In undertaking the District Plan review we are required to give effect to the Canterbury Regional Policy Statement and as part of that we are required to identify outstanding natural features and landscapes and give them appropriate protection in the District Plan. We plan to engage landscape architect Graham Densem to undertake this work. Graham completed a landscape study for Council in 2004 and has worked for Environment Canterbury on a region wide landscape study so is perfectly placed to ensure we meet our obligations under the Resource Management Act.</p> <p>Graham will also review the extent of the Rural Scenic Zone especially those irrigated areas between Omarama and Lake Ruataniwha, in the vicinity of Omarama, and areas west of Lake Benmore. The landscapes in these areas have changed with the advent of irrigation and we want to address whether these areas should remain as Rural Scenic or change to Rural General.</p>
2	Indigenous Biodiversity Strategy	<p>Goal 1 - To identify the state of indigenous biodiversity in the Waitaki District.</p> <p>Action 1.2 - Ecologists to undertake ecological/biodiversity surveys of Significant Natural Areas (SNA).</p> <p>Two ecological consultancies are working within the district identifying and mapping Significant Natural Areas. Our Biodiversity Coordinator is constructing a database and GIS layer of those SNAs including significant values, threats and opportunities associated with each site.</p>

Planning Unit and Priority	Project	Comment
3	Regional HAIL Register	<p>An environmental standard (under the Resource Management Act 1991) came into force on 1 January 2012. This standard means that if land is, or has been, used for a hazardous activity or industry and the landowner wants to subdivide or change the use of the land, or disturb the soil, or remove or replace a fuel storage system, they need to comply with the National Environmental Standard for Assessing and Managing Contaminants in Soil to Protect Human Health (NES). District councils are responsible for checking compliance with the standard.</p> <p>Five activities are controlled by the regulations in the NES if they are undertaken on specified 'at-risk' land. Depending on the level of exposure people may have to any contaminants present, the activity may be a permitted activity, or will require a resource consent.</p> <p>The regulations apply to land if it is used, or has been used, or is more likely than not to have been used, for one of 53 specified hazardous activities or industries, such as petrol stations, orchards, sheep dips, engineering workshops, and mining. These activities and industries, listed on the Hazardous Activities and Industries List (HAIL), are considered likely to cause land contamination.</p> <p>Otago Regional Council and Environment Canterbury maintain registers of HAIL land in their respective regions.</p> <p>In the past two months the Planning Department has compiled a list of HAIL land, based on the 53 specified hazardous activities or industries, in the Otago section of the District. This has now been sent to ORC for inclusion in the Regional Register.</p>



Lisa Baillie
Customer Services Group Manager

Attachments

Appendix 1 New Year Customer Contact Information
Appendix 2 Website Performance Comparisons and Facebook Analytics

Appendix 1 New Year Customer Contact Information

		Total Calls In	Calls ans HQ	Calls ans WSC	Aban- don	Aban- don over 30sec	Counter	Email	Rates Settle- ments	Cashier Trans	WSC Cashier trans	WSC Counter	Library	FTE Oam	FTE WSC	Trans Oam	Trans WSC	Manager calls taken
Wed 4/01/17	Wed	84	45	39	0	0	23	93	1	54	9	2	12	1.875	1.763	161	53	34
Thu 5/01/17	Thu	78	37	41	0	0	27	10	0	35	0	1	14	1.875	1.763	74	56	32
Fri 6/01/17	Fri	59	32	27	3	1	14	10	0	16	0	2	16	1.875	1.763	56	45	19

Available FTE HQ 1.875
 Available FTE WSC 1.7625
 Manager 1 FTE

Average transactions per person (Phone, email, counter) HQ: 51
Average transactions per person WSC (Phone, counter, library): 29

Not including multiple banking's for Aquatic Centre, landfill, resource recycling, camping, building inspection queries and bookings, property file viewing requests and photocopying; rates settlement requests etc. daily reporting and reconciliations.

Normal average across HQ for the last 12 months - 50
Normal average across WSC for the last 12 months - 33

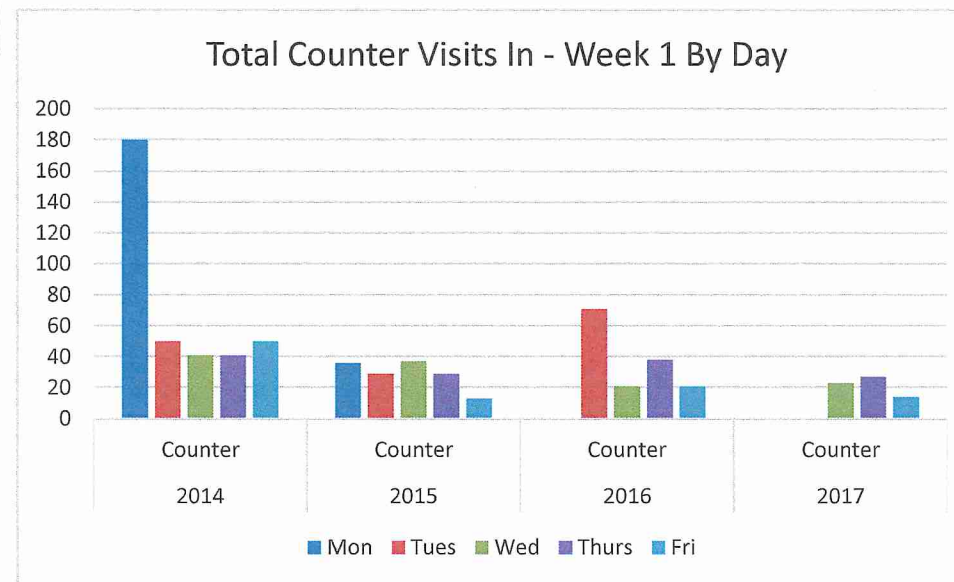
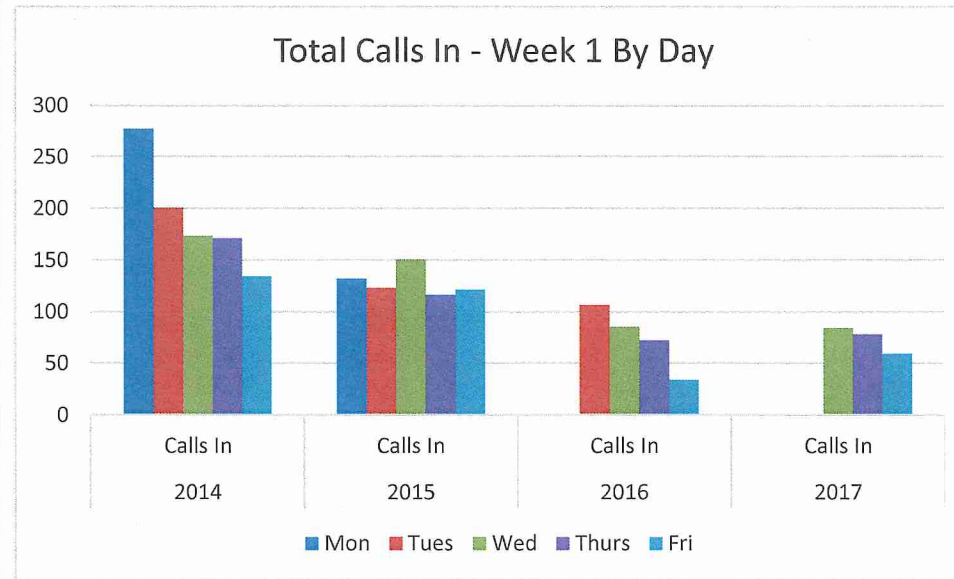
This is now the third year of opening on the first non-statutory day after the Christmas/New Year period. The numbers provided show service levels have been maintained while also being able to allow extra staff to take leave over the holiday period.

Previous year's statistics, including 2014 when Council was closed for a further week, are provided on the following page.

Date	Day	Month	Year Cal	Year Fin	Year Per	Total Calls In	Calls ans Oam	Calls ans WSC	Aband.	Aband. over 30sec	Counter	Email	Rates Settle- ments	Cashier Trans	WSC Cashier trans	WSC Counter	Library	FTE Oam	FTE WSC
Tue 5/01/16	Tue	Jan	2016	15/16	7	106	71	26	9	3	36	21	0	49	2	3	28	3.9	1.81875
Wed 6/01/16	Wed	Jan	2016	15/16	7	85	21	62	2	0	33	7		46	1	2	14	3.9	1.81875
Thu 7/01/16	Thu	Jan	2016	15/16	7	72	38	32	2	1	33	4		17	10	1	21	3.9	1.81875
Fri 8/01/16	Fri	Jan	2016	15/16	7	34	21	13		0	31	9		20	0	2	17	3.9	1.81875

Jan-15	Calls In	Counter
5	132	36
6	123	29
7	150	37
8	116	29
9	121	13
Totals	642	144

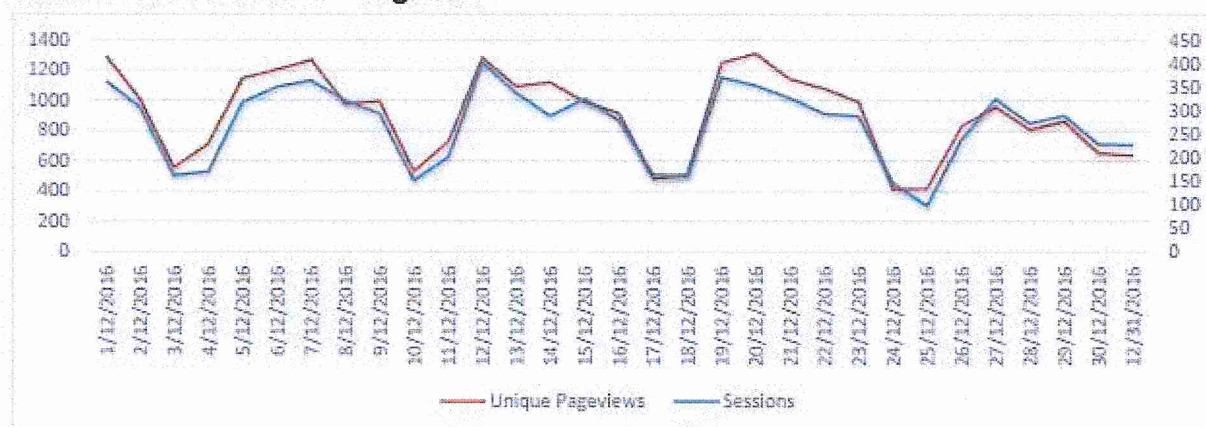
Jan-14	Calls In	Counter
13	277	180
14	200	50
15	173	41
16	171	41
17	134	50
Totals	955	362



Appendix 2 Website Performance Comparisons and Facebook Analytics

Data recorded between 01/12/16 - 31/12/16

Waitaki District Council – Page info



Sessions



Users



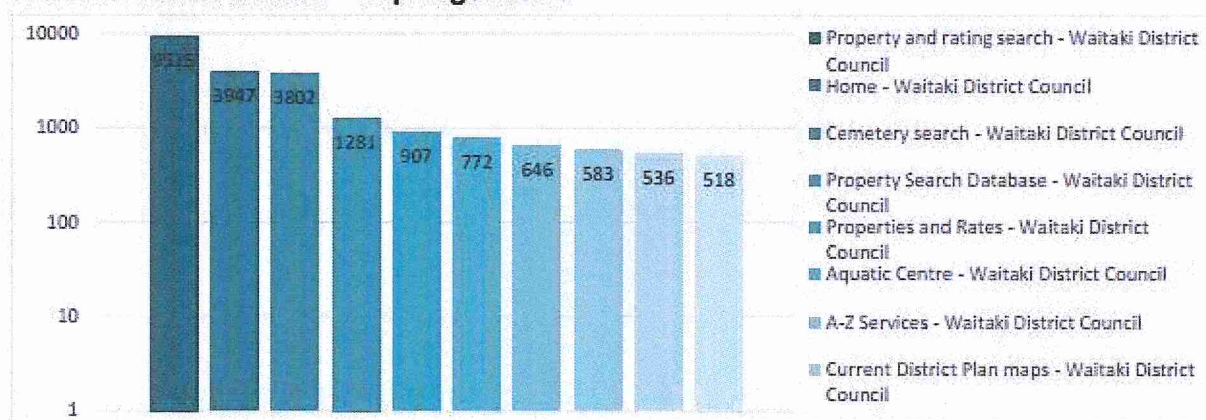
Page views



Pages / Session



Waitaki District Council – Top Page Views



Waitaki District Council – Daily Search Queries

Query Text	Total Queries
rates	22
lim	18
Jobs	11
gis	11
vacancies	10

Terminology:

- A 'session' is the period of time a user is actively engaged with the website
- 'Users' have had at least one session within the selected date range. Includes both new and returning users
- 'Page views' is the total number of pages viewed
- 'Pages/Session' (average page depth) is the average number of pages viewed in a session
















Facebook Analytics

During the period 1 November 2016 – 31 December 2016 the Council Facebook page increased from 899 to 1,109 likes.



Facebook Weekly Comparison

Notable points of comparison for the week 12/01/2017 - 18/01/2017 include an increase in performance for this week (0.3%), total page 'likes' reached 1.1K, we were engaged 45 times and we had four new posts.

	Total Page Likes	From Last Week	Posts This Week	Engagement This Week
 Queenstown Lakes Distr...	12.1K 	▲0.6%	22	1.7K 
 Dunedin City Council	8K 	▲0.2%	0	0
 Central Otago District C...	2.4K 	▲0.3%	13	107
 Clutha District Council	1.9K 	▲0.8%	5	25
 Waitaki District Council	1.1K 	▲0.3%	4	45
Keep up with the Pages you watch. Get More Likes				
 Mackenzie District Council	1K 	▲0.2%	2	2
 Timaru District Council	894 	▲7.3%	10	151