



Waitaki

DISTRICT COUNCIL
TE KAUNIHERA Ā ROHE O WAITAKI

Notice of a meeting of the

Customer Services Committee

in the

**Council Chamber, Third Floor, Waitaki District Council
Headquarters, 20 Thames Street, Oamaru**

**on Wednesday 15 March 2017
(Following Extraordinary Council)**

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***

Customer Services Committee Meeting

Wednesday 15 March 2017

Council Headquarters, Council Chambers
3rd Floor, 20 Thames Street, Oamaru

- Apologies
- Declarations of Interest

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Customer Services Committee:

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

Mayor Kircher (ex Officio)
Cr Holding
Cr Perkins

Waitaki District Council

Customer Services Committee

Minutes of Customer Services Committee Meeting Empire Room, Oamaru Opera House, Thames Street, Oamaru on Wednesday 1 February 2017 at 10.20am

Present Crs Tavendale (Chair), Dawson, Holding, Percival, Wollstein, Mayor Kircher

Apologies Cr Perkins

In Attendance Cr Garvan
Cr Hopkins
Cr Kingan
Cr Wheeler
Dr Cloete (Acting Chief Executive)
Mr Jorgensen (Assets Group Manager)
Mrs Baillie (Customer Services Group Manager)
Mr Hope (Chief Financial Officer)
Mr Roesler (Policy & Communications Manager)
Mrs Tanner (Policy Officer-Governance)

Declarations of Interest

There were no declarations of interest.

Apologies

RESOLVED
CUS17/001 Mayor Kircher/Cr Dawson
"That apologies for absence be received from Cr Perkins and lateness from Cr Percival."

CARRIED

Cr Percival attended from 10.26am

1. Customer Services Group Activity Report – Period Ending 15 January 2017

The purpose of this memorandum is to inform the Committee about the activities of the Customer Services Group.

RESOLVED
CUS17/002 Mayor Kircher/Cr Dawson
"That the Customer Services Committee receives the information."

CARRIED

There being no further business the Chairperson declared the meeting closed at 10.45am.

Confirmed on this day, Wednesday 15th March 2017 at Waitaki District Council Chambers, Oamaru.

Chairperson

Customer Services Committee

Memorandum

From Customer Services Group Manager

Date 15 March 2017

Customer Services Group Activity Report – Period Ending 15 March 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 Administrator. Following internal appointment of Human Resources Advisor, the part time Administrator position is now vacant.

1.3. Financial Performance

The Customer Services GM budget currently has a negative variance of 15% as a result of costs related to the implementation of the interim group structure. This will resolve over time.

All other units are demonstrating positive variances:

- The Regulatory Services variance is a combination of unexpected revenue and the timing of recruiting and selecting approved staff. Approval of the business case will utilise this variance in the coming months.
- Customer Contact and Policy budgets are meeting expectations
- The Planning variance is due to increased revenue as a result of Reserve Contributions, increased economic activity leading to more consents being processed and expense controls

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.(ongoing)
- Officers are planning activities to pursue the Customer Service Excellence Strategy target of 95% resolution rate on all CRMs by 30 June 2017 (ongoing).
- Refresher training on LGOIMA and privacy has been completed.
- Training with the Ombudsman's office around unreasonable complainant conduct (UCC) has been booked for 06 April 2017. We have extended the invitation to Waimate and Timaru.

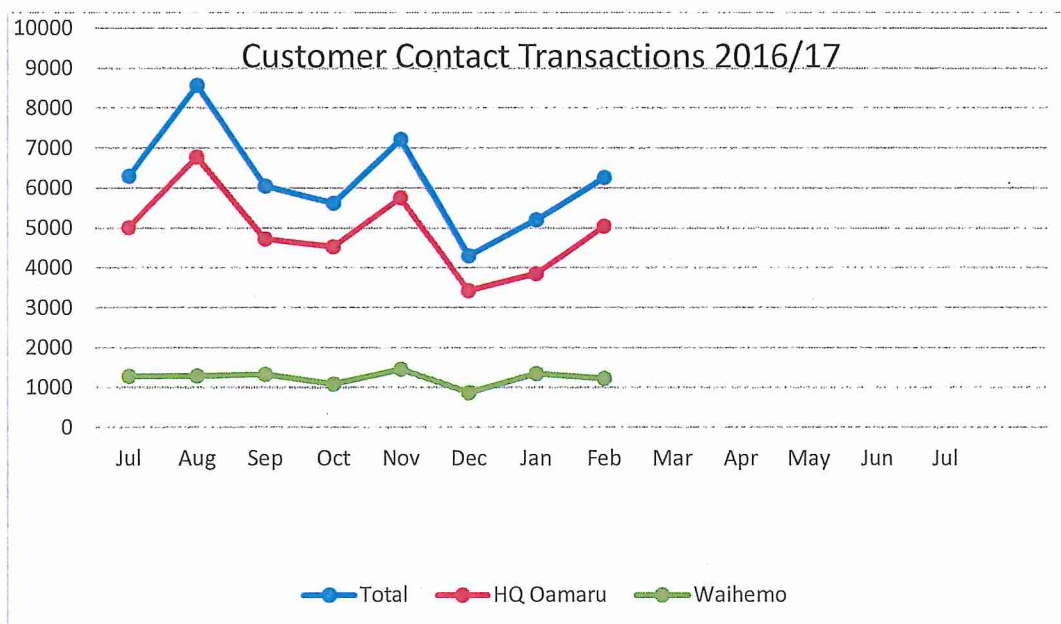
Overdue CRMs

Activity	Number at 15 January	Number at 15 February
Policy & Communications	0	0
TOTAL	0	0

Service Performance

CCT Statistics – Oamaru and Waihemo

Transactions February	Totals
Total transactions (calls, counter and emails)	6,270
Average transactions/person/day HQ	52.01
Average transactions/person/day WSC	37.48
Abandoned calls percentage over 30 seconds	1.73
Abandoned is higher due to no after-hours phone activation on 06/02	



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. Timeframe planning occurring during March.

2. Policy & Communications

2.1. Governance, planning and reporting

- **Elected Member Induction**
 - Final Planned Bus tour for Waihemo completed.
 - Social media webinar training arranged
- **Standing Orders & Delegations workshop** – held on 1 March as planned. Councillor request for further workshop on Delegations Register.
- **Annual Plan 2017/18** – on track and moving into the community feedback phase.
- **Long Term Plan 2018-28** – project planning has been initiated at a staff level and a Councillor workshop is planned to outline the approach. Policy and Communications

Manager has been attending a Canterbury Regional Forum to discuss progress and share practice.

- Training session for Waihemo and Ahuriri Community Board members being planned for April in Oamaru – planned content is health and safety and financial training.

2.2. Communications

- **Annual Plan 2017/18** – consultation material and communication plan completed for Council approval
- **Roads and Footpaths** – public consultation to commence 26 June
- **Civil Defence** – Completed CIMS4 training for the purpose improving how communication staff can support an emergency response
- **Cultural Facility** – liaising with Tourism Waitaki to provide support for Forrester Laneway Long Lunch being organised by Sally Ann Donnelly (Fat Sally's bar and restaurant) and Bevan Smith (Riverstone Kitchen)
- **Oamaru Landfill** – organising publicity for half price sale days prior to closure
- **Website/Information Management**
 - Website management and update has been limited to priority matters while the Administrator has been on leave. The Communication Advisor has covered the position. Full services and reporting will resume from 15 March 2017.

2.3. Policy

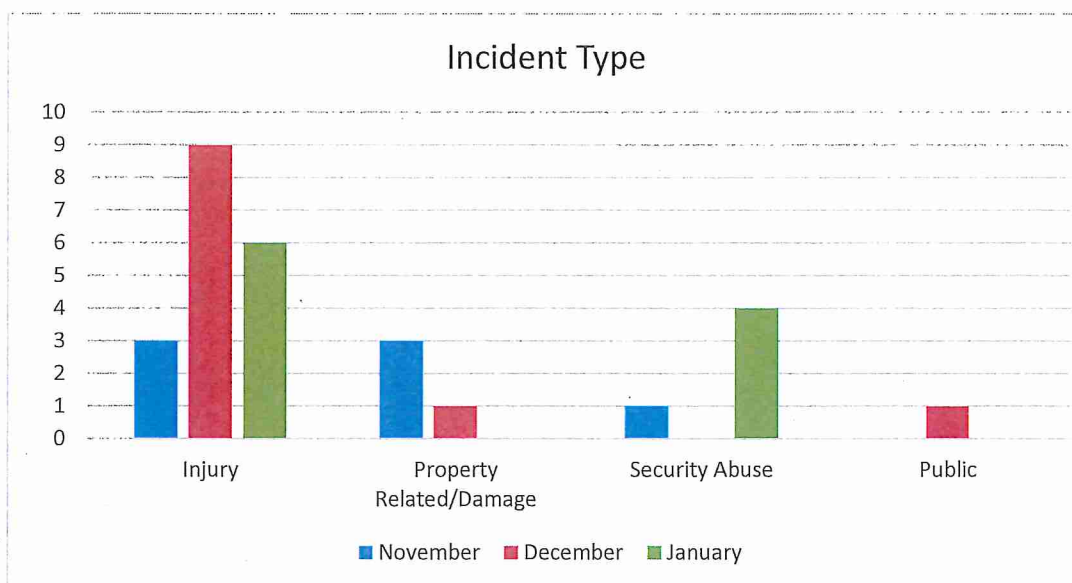
- **General Bylaw Review** – is on track with a 15 March Councillor workshop to finalise the scope of the issues dealt with in the future draft Bylaw. Drafting and consultation is programmed for July 2017
- **Policy Register** – work to review and improve the Council's Policy Register and supporting process is on track and programmed for completion at the end of March 2017. This work and process allows Council to better manage its Strategy and Policy development requirements
- **Section 17A Review phase II** – this review considers opportunities to improve the way services are provided by Territorial Authorities. The Councils of the Otago region are working together under the direction of Mayoral and CEO Forums to deliver phase II of this review. The Policy and Communications Manager is a member of the Review Project Team and has reported on this matter to the 15 March Community Services Committee.

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	0	11	0	0
January 2017	2	11	0	0
2016/2017 Year to Date (including current period)	9	55	0	0

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



1 security/abuse in January was also an injury

3.2. Lead Indicator Statistics

	Induction (individuals)	Training (individuals)	Safe Work Observations	Audits	Take5
November 2016	0	42	0	0	7
December 2016	1	10	0	1	10
January 2017	7*	0	2	0	22

**6 contractors/ 1 new staff member*

Hazards

- Step down area identified at Aquatic Centre – potential trip/slip and fall – being monitored. Previous control included a chain in place, however this proved a greater risk as people were seen climbing over it.

Training

- Safe Work Observations presentation and process currently being developed to be rolled out to staff as required.

3.3. Health and Safety General

- Annual analysis of incidents for 2016 has been undertaken and is attached to this report as Appendix 1.
- Critical risks (likelihood of occurrence rare / potential consequence catastrophic) for the Waitaki District Council have been assessed
- Implementation of Safehold (electronic database for Health and Safety) progressing well. Plan to roll out to staff in the near future.
- Introduction and training on Safe Work Observations to be carried out over the coming months.
- Project Risk Assessments being introduced and facilitated with staff at the start of projects eg Library refit.
- First floor renovations for the Assets Department has now been completed with no injuries one near miss. Light fell from ceiling due to the ceiling grids not being securely tied up during a previous heat pump installation.
- March Health and Safety newsletter prepared and distributed (attached as Appendix 2 of this report).

4. Regulatory Services

4.1. Service Performance

- **Building**

Building Consents as at 28 February 2017 (See graph below):

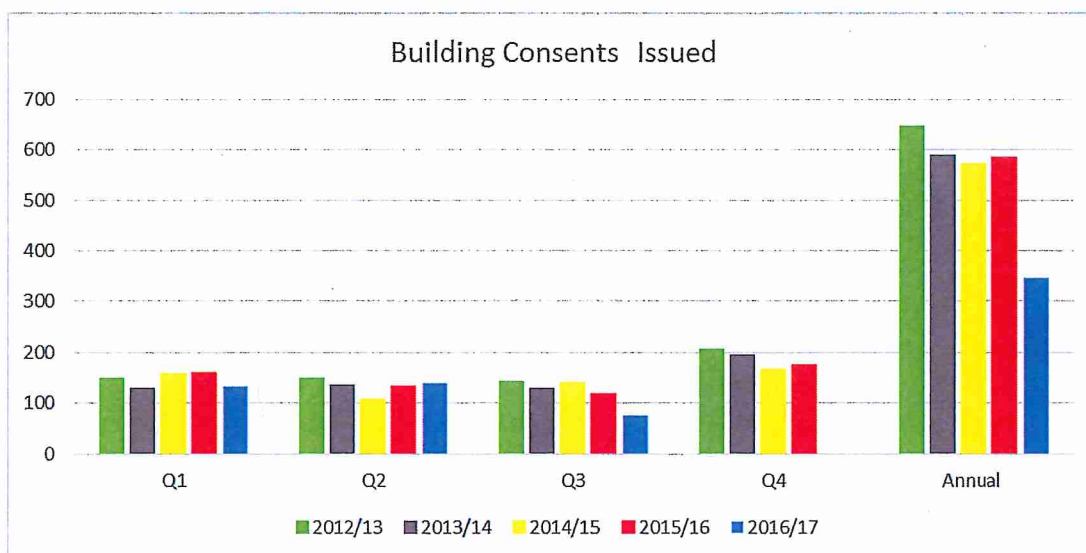


Figure 1 - Building Consents Issued by Quarter – 2012/13 to 2016/17
2016/17 annual figure is year to date

Year to date 335 consents have been approved. 87.3% have been processed within 20 working days with average number of days to process at 12.2. Overall consents are slightly lower than the last financial year but on par with 2014 and 2015 financial years.

February saw a strong increase in processing performance. A number of consents that were on hold were already near or over 20 working days hence the reason we did not get above 95% as expected in February.

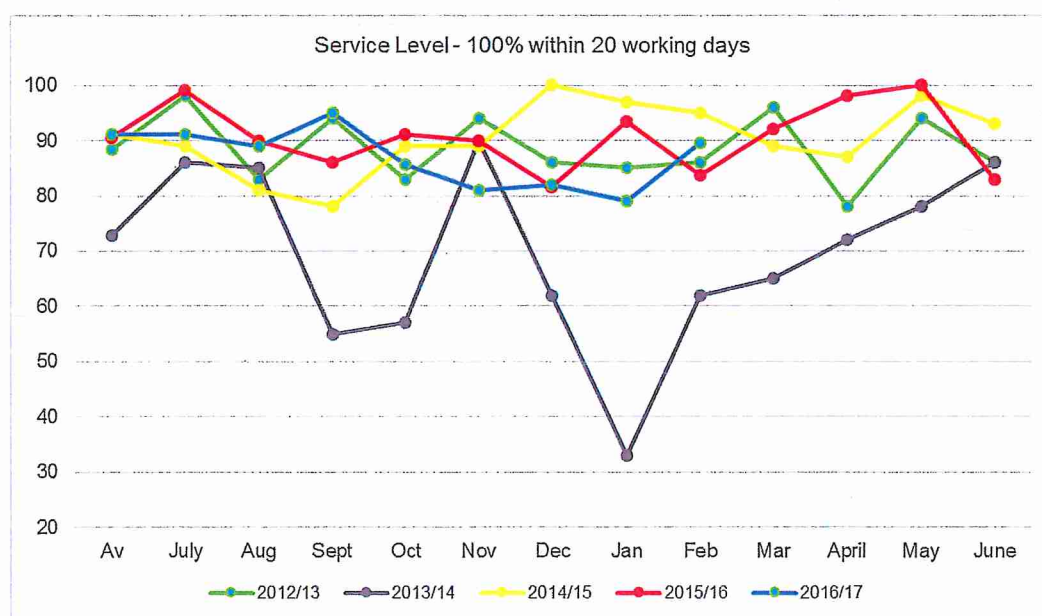


Figure 2 - Building Consents Processed within 20 working days

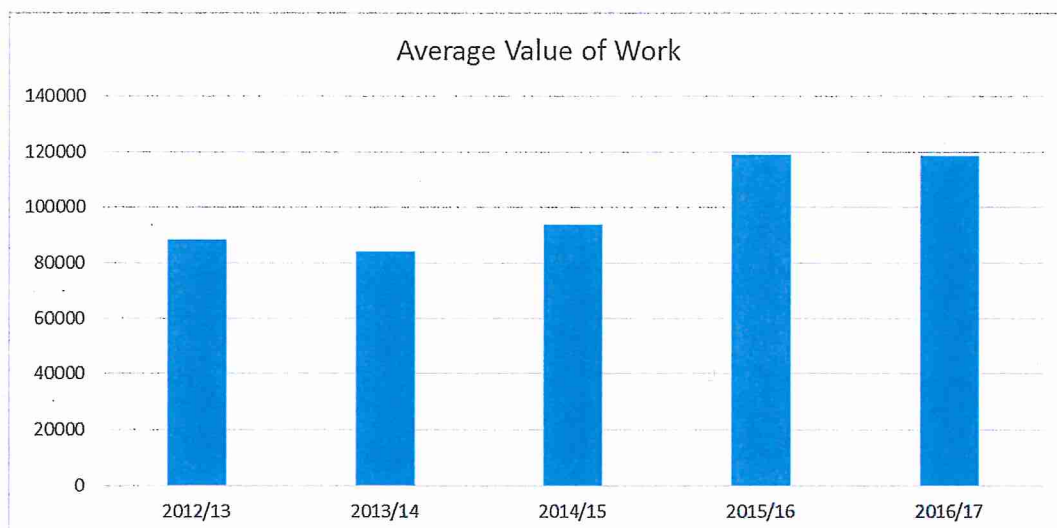


Figure 3 – Average Value per Building Consent 2012/13 – 2016/17

The average value of work remains on par with the previous financial year. This is mainly driven by strong commercial consents.

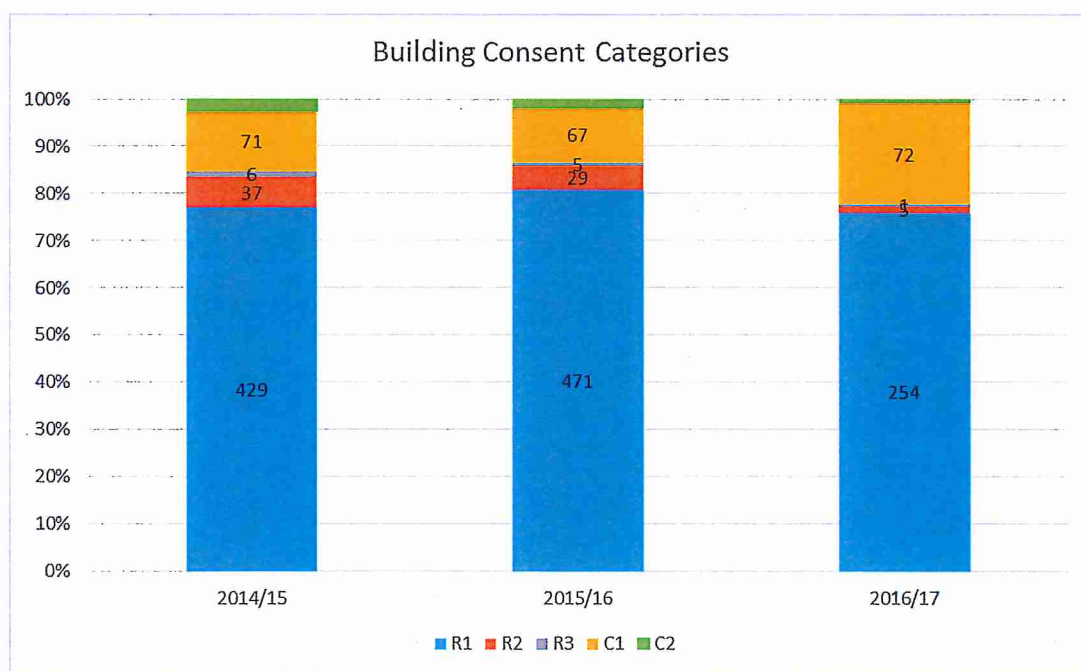


Figure 4 – Building Consents by Category 2014/15-2016/17
(R= Residential, C=Commercial)

The trend in commercial activity continues with 22% of consents year to date being commercial.

- **Environmental Health**

Alcohol – Annual inspections are on 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**

believes a fire hazard exists on a property. About 70 percent of those have resulted in Notices being issued to remove excess vegetation contributing to the hazard.

As of 1 July 2017 Rural Fire Authority and NZ Fire Service will merge to become Fire and Emergency New Zealand (FENZ). Early indications are this may result in some changes in responsibility for monitoring of fire hazards, issuing of urban fire permits and associated administration. We are seeking to clarify how FENZ will update WDC with consequences of the change.

Illegal Dumping – There has been an increase in instances of reported illegal dumping, particularly in the Beach Road area between Oamaru and Kakanui. Officers are considering how we might better monitor and manage this situation.

Parking – We have an unexpected issue with maintenance on some meters. Officer will prepare a report for Council in the near future confirming details, costs and implications.

Freedom Camping As at 28 February 2017

Status/Value	Oct	Nov	Dec	Jan	Feb	Total
Infringements Issued	18	46	46	26	27	163
Withdrawn	12	12	12	6	3	45
Remaining	6	34	34	20	24	118
% remaining	33%	74%	74%	77%	89%	72%
Value	\$1,200	\$6800	\$6800	\$4000	\$4800	\$23,600
Amount Paid	\$ 600	\$3,800	\$2,600	\$2400	\$1200	\$10,600
% of Value	50%	56%	38%	60%	25%	45%

A workshop has been set with Council 15 March to discuss recovery of outstanding infringements.

- **CRM Activity**

As at 6 March 86% of CRMs were resolved within agreed timeframes. One building CRM is under action and the other 11 all relate to compliance. 3 illegal dumping, 6 fire risk sections and 2 for noisy animals. Most of these are under action and it is becoming evident more training is required to support the team in effectively managing CRMs.

4.2. Regulatory Business Case Outstanding CCC Project

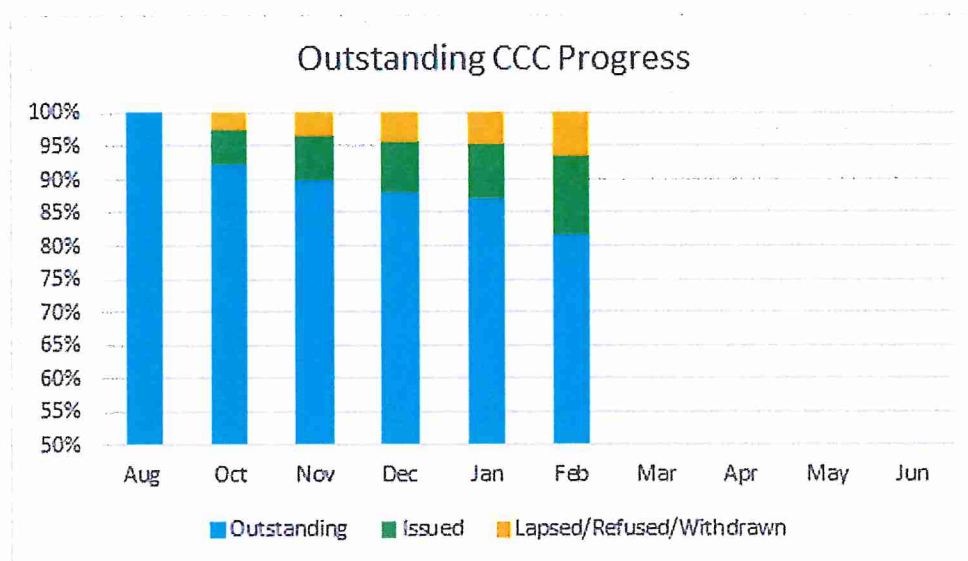


Figure 5 – Outstanding Code Compliance Certificates

We are beginning to make pleasing progress on this project. It has been identified that staff need sufficient time to review files, inspect and complete follow up which has now been allowed for.

We are considering options to speed up progression on this activity including contacting the agent where listed, in the first instance. We are hopeful that if we can continue to reduce the outstanding CCC's at this rate IANZ will not record as a corrective action.

Recruitment – All three administration roles have been filled. Two staff started 27 February and one will start 27 March. We are working with the preferred Quality Assurance and Senior Building Control applicants currently. We hope to be in a position to confirm both roles within the next 2 weeks.

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

4.3. Policy

Building (Pools) Amendment Act – Staff attended training in Dunedin 27 February. It has highlighted a few key points that had been misinterpreted. We are developing a project plan and will provide an update to Council once completed.

Food Act 2014 Fee Consultation – 8 submissions were received and a report has been prepared for the Council workshop 15 March. Approval of fees is on the Council agenda for 29 March.

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. Not started.

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



Planning Monthly Statistics

Printed on: 2/03/2017

	01 February 2017 - 28 February 2017	Year to date
Total Number of Consents Processed to a Decision	10	104
Number of Non-Notified Consents:	10	96
Total Number of Notified Consents	0	1
Number of Landuse Consents:	6	59
Number of Subdivision Consents:	4	38
Number of Consents Processed outside Statutory Time:	9.00	1

5.2. Resource Consent Decisions Made Under Delegated Authority

Date Closed	Type	Description	Location	Target Days	Process days
17/02/17	Subdivision	Subdivide Lot 2 DP 25151 into 2 lots in Rural General Zone	552 Maclean Road Herbert	20	10

Date Closed	Type	Description	Location	Target Days	Process days
16/02/17	Subdivision	Subdivide Lot 4 DP 4255 into 2 lots in Rural General Zone	1015 Alma-Maheno Road	20	14
13/02/17	Subdivision	Subdivide section 36A and 38A to amalgamate Lot 1 with Sec 2 SO 22454 in Rural General Zone	4247 Kurow-Duntroon Road Kurow	20	14
16/02/17	Subdivision	Subdivide Lot 1 DP 7196 into 2 lots in Residential Zone	16 Clyde Street Oamaru	20	18
01/02/17	Land Use	Redevelopment existing building for commercial use in Business 1	30 Itchen Street	20	9
15.02.17	Land Use	Excavation and disposal of contaminated soil from HAIL site in Bus 3 zone	23 Humber Street Oamaru	20	19
23/02/17	Land Use	Change of use from garage to sleep out in Township zone	15 Milford Street Moeraki	20	14
09.02.17	Land Use	Extra width access, roof exceeds 5m setback and earthworks greater than NES permit for HAIL site in Business 2 zone	112 Ronaldsay Street Palmerston	20	20
24/02/17	Land Use	Establish quarry site in Rural General Zone	114 Coal Pit Road Enfield-Airedale	20	17
28/02/17	Land Use	Sect 127 Change condition #1 amended building design	Stoke Street Oamaru	20	3

5.3. Projects

Planning Unit and Priority	Project	Comment
1	Oceana Gold Inc – Appeals	<p>Two appeals have been received to the consents granted by Waitaki District Council, Dunedin City Council and Otago Regional Council for the Coronation North Mine.</p> <p>Planning staff from the three councils are working with the appellants and the applicant to refine the scope of the appeals and explore the opportunity of preparing a consent order for approval by the Environment Court.</p>

Planning Unit and Priority	Project	Comment
2	District Plan Review	A District Plan Review subcommittee workshop was held on Wednesday 1 March at the Oamaru Opera House. The workshop updated the committee on the District Plan review project and defined the process as we progress towards notification. The workshop then canvassed the committee's position on Temporary Buildings and activities.



Lisa Baillie
Customer Services Group Manager

Attachments

Appendix 1 Analysis of Incidents – 2016
Appendix 2 Health and Safety Newsletter – March 2017



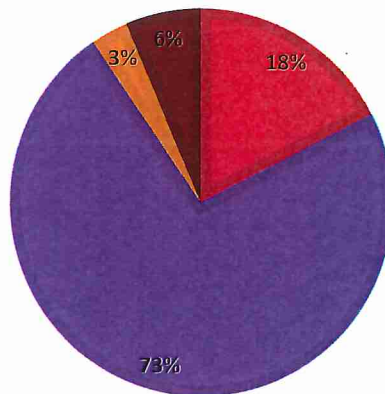
Appendix 1 Analysis of Incidents – 2016

**Analysis of Waitaki District Council Incidents
January – December 2016**

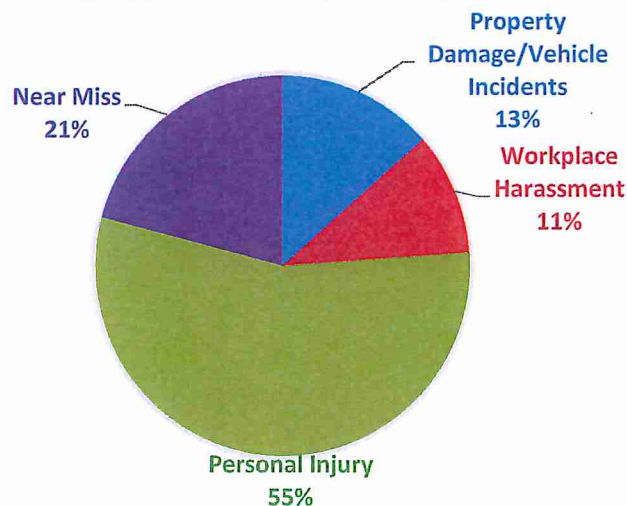
	2016	2015
Total number of staff incidents	64	32
Serious Harm	Nil	Nil
Lost Time Injury	1	<i>Not recorded</i>
Near Misses	14	22
Members of the public	17	5
Contractors (<i>in addition to staff incidents</i>)	61	32

TOTAL STAFF INCIDENTS BY GROUP 2016

■ Assets ■ Comm Serv ■ Cust Serv ■ Corp Serv

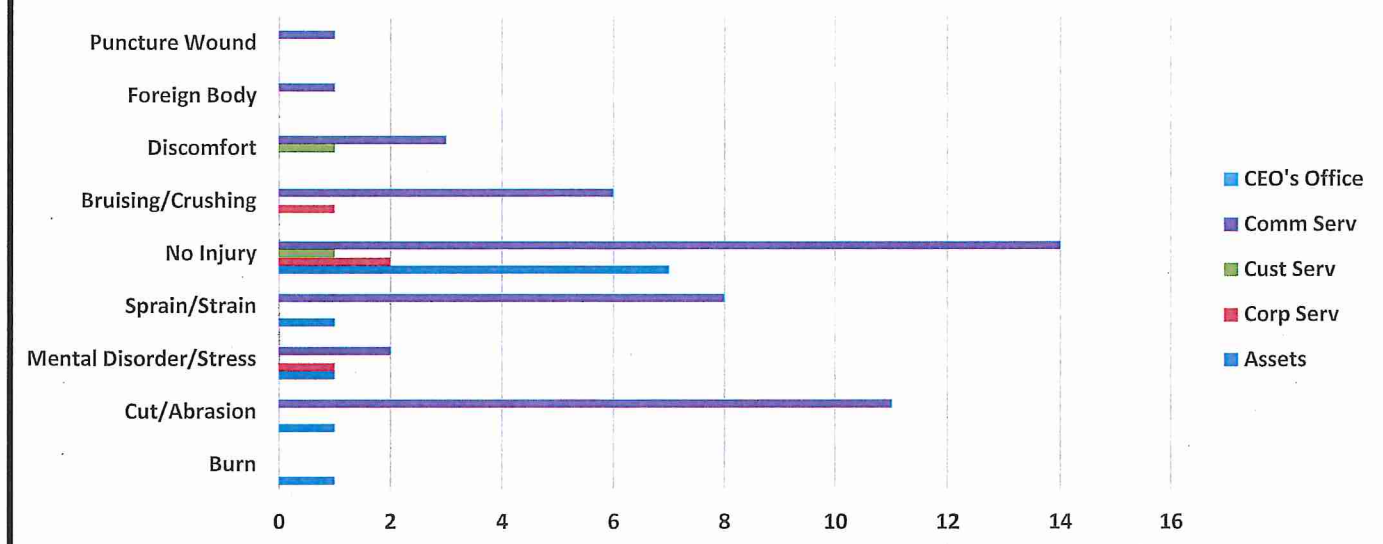


CLASS OF INCIDENT 2016

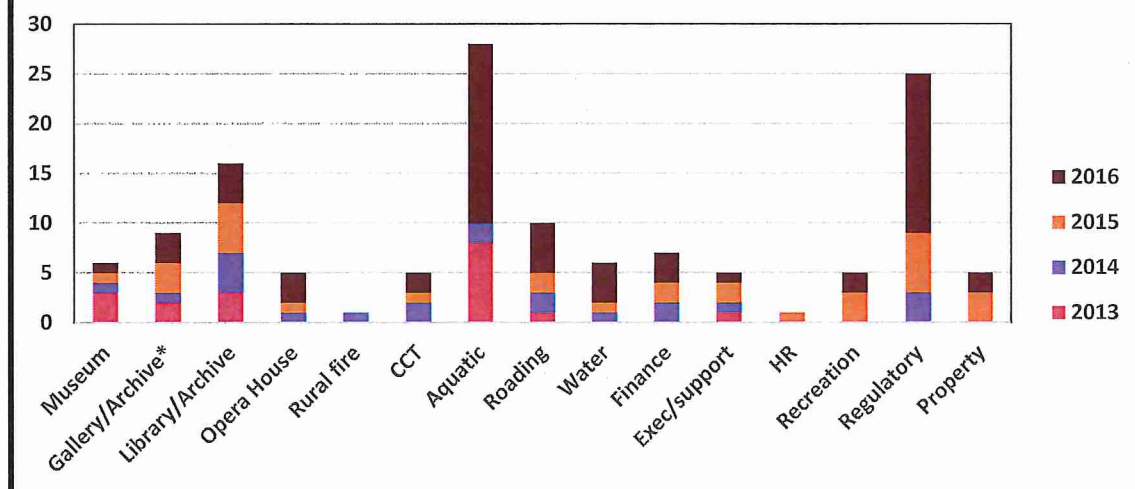




Types of Injury by Group 2016



ANNUAL STAFF INCIDENTS BY UNIT



* From 2016 onwards Archive became part of the gallery

** 2015 Aquatic Centre data is not available due to reporting processes. 114 minor incidents were recorded with no further detail available.

Significant trends

This year has seen a decrease trend in vehicle related incidents. This is likely a result of increased education and focus in this area, including the provision of defensive driver training.

Cuts and abrasions feature prominently as injury types, particularly relating to staff working in the field, followed by sprains, strains, bruising and crushing. Investigations inform us that a common theme, is decreased general awareness of task and its potential risks. This can be improved by encouraging staff to carry out a personal risk assessment (Take 5) prior to starting a task, (see recommendations).



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This year there is a spread of incidents across most units. However, the Aquatics Centre and Regulatory Services both recorded the highest number of incidents. Again, the focus required to reduce the number of incidents is the increased uptake on carrying out personal risk assessments and being aware of the task at hand.

There was 1 lost time injury (sprain to knee) at the Aquatics Centre following a trip and slip involving a moved telephone cord.

Workplace harassment continues to be a trend being experienced by our staff. A focus on ensuring reporting such incidents has occurred to ensure that we are able to provide the necessary training and protection for our staff where required. This has also lead to our systems and processes being reviewed and staff trained in how to manage in these situations, (see recommendations).

Contractors

Contractor incident reporting continues to increase. Of the 61 incidents reported, Southroads recorded the highest number, mainly due to the fact they do provide accurate and up to date reporting and are one of our major contractors.

Nearly half the incidents reported involve either vehicles or property which resulted from general inattention and awareness.

18 near misses were reported which demonstrates the growing reporting culture amongst contractors.

Public Incidents

This year 17 incidents have been reported and these incidents continue to be well investigated and all corrective measures recorded.

The Aquatic Centre (minor) incidents total 220 this year. The recreation team discuss these at their monthly meetings and trends are identified and changes to operating procedures instigated if necessary.

Near Miss reporting

This year has seen a decrease in reporting near misses (22 in 2015 to 14 in 2016). However, this is unlikely to be a true reflection of all near misses and this continues to be a focus of education and communication with staff. Near misses are valuable learning opportunities for Council to use to identify trends and implement preventative measures before incidents' occur.

Conclusion

Whilst staff incidents remain at a reasonably low level / low risk, improvements can be made to ensure that we send "everybody home safe every day" without deterring accurate reporting. The level of near miss reports continues at a low level and accurate reporting in this area remains a focus. There were no notifiable incidents to Worksafe in 2016.

Now with the Health and Safety at Work Act 2015 nearly a year on, we have greater responsibilities to ensure our health and safety culture becomes very risk assessment focused. It is our intention that all major projects carried out start with ensuring a risk assessment process is carried out. This will also be part of our overlapping duties with other PCBU's (persons conducting a business or undertaking) with whom we engage on any projects or general work. We must also ensure we focus on the 3 C's – Consult, communicate and co-operate with these other organisations.



Recommendations

1. Continue to develop our health and safety culture where staff encourage each other to work safely.
2. Educate and encourage a greater uptake of the Take 5 personal risk assessment across all departments for contractor, and where appropriate, for internal use.
3. Continue to provide training to frontline staff on how to interact and manage difficult customers.
4. Develop a Safe Work Observations program for Management and Governance as a means of monitoring not only our contractors but our staff.
5. Continue to develop reporting to Management and Governance to provide meaningful data to assist with increasing knowledge and inform due diligence obligations.

Colleen Myers

Health and Safety Advisor

Safety by Choice not by Chance



Appendix 2 Health and Safety Newsletter – March 2017

Health and Safety Newsletter March 2017

Health and Safety Quote for the Season:

“Tomorrow – Your reward for working safely today”

Celebrating Successes

- The renovations on the first floor Assets Department have now been completed and have been injury free, only one near miss reported. Well done to Property Services and all persons involved.
- The aquatics team has taken further action to reduce slips, trips and falls by researching and plotting the areas where the incidents were occurring around the pool deck. It was discovered that in these areas there was possibly a greater build- up of body fats that were contributing to the incidents therefore there has been a greater emphasis in cleaning those areas.
- A change was made in the hazardous substance (solvent based glue), which was to be used for the flooring at the library, to a less hazardous product prior to the start of the project. It will take a longer time to apply but less hazardous for all concerned. Health and Safety is all about reducing the risk where reasonably practicable.

Updates at the Council Office

- Library refit has now commenced and is proceeding safely. A project risk assessment was carried out prior to starting the work.
- Safe hold an electronic H&S database that the council has purchased is currently being set up and hopefully we will be in a position to roll out training in the near future. All incidents are currently being added in duplicate in both SharePoint and Safe hold. Incident management will be the first part to be implemented followed by hazard management. **Please remember to take photos following an incident especially where it would help to paint the picture or tell the story. As the saying goes a picture paints a thousand words.**

Vehicle Incidents

There has been a number of vehicle accidents recently around North Otago. Please take care when driving on the roads. Ensure that you are not fatigued when driving, drive to the conditions, watch your speed and do not use your cell phone while driving.



Overlapping PCBU Duties

Link to Worksafe bulletin – refer council case study.

<http://www.worksafe.govt.nz/worksafe/information-guidance/all-guidance-items/hsa-quick-guides/overlapping-duties>

Quiz

Take our online quiz to find out if you know the correct form to fill out when an incident happens.

<https://www.onlineexambuilder.com/waitaki-h-s/exam-131149>

H&S Committee

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