



# 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 26 April 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***

# Customer Services Committee Meeting

Wednesday 26 April 2017

Council Headquarters, Council Chambers  
3<sup>rd</sup> Floor, 20 Thames Street, Oamaru

- Apologies
- Declarations of Interest

	Page
<b>1. Confirmation of Meeting Minutes</b>	
• Customer Services Committee 15 March 2017	3-4
<b>2. North Otago Sustainable Land Management Group</b>	
• Presentation	5
<b>3. Adoption of Road Naming Policy</b>	
• Report and Recommendation	6-13
<b>4. Customer Services Group Activity Report</b>	
• Memorandum and Recommendation	14-24

## 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 Council Chamber, Council Headquarters, 20 Thames Street, Oamaru on Wednesday 15 March 2017 at 9.31am**

<b>Present</b>	Crs Tavendale (Chair), Dawson, Holding, Perkins, Wollstein, Mayor Kircher
<b>Apologies</b>	Cr Percival
<b>In Attendance</b>	Cr Garvan Cr Hopkins Cr Kingan Cr Wheeler Mr Ross (Chief Executive) Dr Cloete (Customer Services Group Manager) Mr Jorgensen (Assets Group Manager) Mrs Baillie (Customer Services Group Manager) Mr Hope (Chief Financial Officer) Mr Roesler (Policy & Communications Manager) Mrs Finnerty (Committee Secretary)

#### **Declarations of Interest**

There were no declarations of interest.

#### **Apologies**

RESOLVED  
CUS17/003

Crs Wollstein/Perkins  
"That apologies for absence be received from Cr Percival."

CARRIED

#### **1. Confirmation of Meeting Minutes**

RESOLVED  
CUS17/004

Crs Wollstein/Dawson  
"That the Committee confirms the minutes of the Customer Services Committee dated 1 February 2017."

CARRIED

#### **2. 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  
CUS17/005

Crs Wollstein/Perkins  
"That the Customer Services Committee receives the information."

CARRIED

There being no further business the Chairperson declared the meeting closed at 9.50am.

Confirmed on this day, Wednesday 12<sup>th</sup> April 2017 at Waitaki District Council Chambers, Oamaru.

---

Chairperson

# *CUSTOMER SERVICES COMMITTEE*

**North Otago Sustainable Land  
Management Group**

**Presentation**

# Customer Services Committee Report

From Planning Manager

Date 26 April 2017

## Adoption of Road Naming Policy

### Recommendation

That Customer Services Committee recommend Council adopts the Waitaki District Council Road Naming Policy as attached.

### Objective of the Decision

The purpose of this report is to inform the committee of the need to establish a road naming policy to provide direction and guidance to the public and the Council when naming or renaming roads and streets.

The policy will apply to the naming and renaming of roads, both public and private and other accesses that are being created either through subdivision development, gazette notice or the formation of existing unformed legal road and to the naming of unnamed roads within the district. It is to apply from the date the policy is adopted by the Council and does not apply to road naming completed prior to that date.

### Summary

It is proposed that the Customer Services Committee endorse the attached *Waitaki District Council Road Naming Policy* for adoption by Council. In regard to the decision making criteria the policy is a key document as the Council is currently lacking any guidance in this area.

### Summary of Decision Making Criteria

	No/Moderate/Key		No/Moderate/Key
Policy/Plan	Key	Environmental Considerations	No
Legal	Moderate	Cultural Considerations	Moderate
Significance	Moderate	Social Considerations	Moderate
Financial Criteria	No	Economic Considerations	No
Community Views	Moderate	Community Board Views	No
Consultation	No	Publicity and Communication	No

### Background

Waitaki District Council is responsible for naming (and renaming) roads within its boundaries.

Section 319 of the Local Government 1974 assigns to the Council general powers in respect of roads. Specifically section 319 (1) (j) empowers the Council "To name and to alter the name of any road and to place on any building or erection on or abutting on any road a plate bearing the name of the road." Names are generally required for new roads in subdivisions, or when previously unformed roads are constructed. In addition, existing roads may be renamed.

The aim of the Waitaki District Council Road Naming Policy is to provide a unique address and ensure the consistent selection of road names that reflect the identity of the local community. In addition it also ensures ease of location identification for the Council, the public and key services such as emergency and delivery services. The Policy formalises and improves the systems and processes that have been used in the past for naming roads in the Waitaki district.

### Summary of Options Considered

**Option 1** – Do not adopt the policy. No guidance is provided to the public or the Council when seeking to name or rename roads.

**Option 2** – Adopt the policy.

**Assessment of Preferred Option**

Adopting the Waitaki District Council Road Naming Policy provides clarity and direction for the Council and public when naming or renaming roads.

**Conclusion**

To provide direction to the public and the Council in the future it is desirable to establish a road naming policy. The Waitaki District Council Road Naming Policy has been prepared for the committee's consideration and recommendation for approval by the Council.



Peter Kloosterman  
**Planning Manager**

Lisa Baillie  
**Customer Services Group Manager**

**Attachment:** Road Naming Policy 2017



# Waitaki

DISTRICT COUNCIL

TE KAUNIHERA Ā ROHE O WAITAKI

## Road Naming Policy

**For the naming of roads, streets and private ways**



## 1.0 Purpose

This policy outlines the requirements for selecting names for new roads, previously unformed roads, and for renaming existing roads.

## 2.0 Background

Section 319 of the Local Government 1974 assigns to the Council general powers in respect of roads. Specifically section 319 (1) (j) empowers the Council *“To name and to alter the name of any road and to place on any building or erection on or abutting on any road a plate bearing the name of the road.”* Names are generally required for new roads in subdivisions, or when previously unformed roads are constructed. In addition, existing roads may be renamed.

## 3.0 Key Definitions

The Local Government Act 1974 defines private way and road as follows:

*“private way means any way or passage whatsoever over private land within a district, the right to use which is confined or intended to be confined to certain persons or classes of persons, and which is not thrown open or intended to be open to the use of the public generally; and includes any such way or passage as aforesaid which at the commencement of this Part exists within any district”*

*“road means the whole of any land which is within a district, and which—*

- a) immediately before the commencement of this Part was a road or street or public highway; or*
- b) immediately before the inclusion of any area in the district was a public highway within that area; or*
- c) is laid out by the council as a road or street after the commencement of this Part; or*
- d) is vested in the council for the purpose of a road as shown on a deposited survey plan; or*
- e) is vested in the council as a road or street pursuant to any other enactment;—*

*and includes—*

- f) except where elsewhere provided in this Part, any access way or service lane which before the commencement of this Part was under the control of any council or is laid out or constructed by or vested in any council as an access way or service lane or is declared by the Minister of Works and Development as an access way or service lane after the commencement of this Part or is declared by the Minister of Lands as an access way or service lane on or after 1 April 1988:*
- g) every square or place intended for use of the public generally, and every bridge, culvert, drain, ford, gate, building, or other thing belonging thereto or lying upon the line or within the limits thereof;—*

*but, except as provided in the [Public Works Act 1981](#) or in any regulations under that Act, does not include a motorway within the meaning of that Act or the [Government Roading Powers Act 1989](#)”*

## **4.0 Policy**

### **4.1 New Roads**

The subdivider is invited to submit three names (in order of preference) with reasons for the suggestions, along with details of any consultation undertaken <sup>(1)</sup> The Council will consider the submission and determine the road name in the context of the Name Selection Criteria and Style Guide (see below) and the Australian/New Zealand Standard - Rural and Urban Addressing.

<sup>(1)</sup> Note that the three different road names shall each be distinctly different. Suggesting the same name with three different road types e.g. Waitaki Street, Waitaki Close, Waitaki Place would not be considered three different road names.

### **4.2 Private Ways**

While it is Council policy not to directly name private ways, if names are to be allocated to private ways then the names shall be in accordance with the Name Selection Criteria and Style Guide.

### **4.3 Renaming Roads and Naming of Existing Legal but Previously Unformed Roads**

**4.3.1** Altering the name of an existing named road will only be undertaken if the Council considers that the change will result in a clear benefit to the community. Benefits of changing road names may include:

- (a) To correct spelling or punctuation
- (b) To eliminate duplication in spelling or sound
- (c) To prevent confusion arising from major changes to a road layout
- (d) To make geographical corrections
- (e) Where the name causes offence

**4.3.2** The request to alter existing road names or to name existing but previously unformed legal roads will be forwarded to the Planning Manager to determine whether the request is appropriate. If agreed then it will be recommended to the Council to decide on the road name. The Council will decide the appropriate level of consultation in accordance with the Council Significance and Engagement Policy and Section 82 of the Local Government Act 2002.

**4.3.3.** When a road is requested to be renamed, a minimum of 80% of residents/property owners on that road must approve of the change unless the Council decides otherwise. There is no guarantee that a request will be approved.

#### **4.4 Name Selection Criteria**

The following factors shall be taken into account when selecting street and road names under 4.1 - 4.3:

- (a) Historical or geographical significance.
- (b) Well known, or previously well known, names of farms or properties located on the land to which the new road relates, or in its vicinity.
- (c) Maori names of local significance. Appropriate consultation and advice from takata whenua should be sought.
- (d) Names of local residents who have achieved prominence in their chosen fields such as arts, sport, commerce, politics, local government, military, etc. Naming after persons living is generally avoided. Permission of surviving relatives should be obtained where appropriate.
- (e) Continuing an established theme in a neighbourhood.
- (f) Where more than one road is being created in a subdivision, a common theme is recommended for the names.
- (g) A significant feature in the area (for example, geographical feature, landscape, flora, fauna). Naming after features which do not exist in the area should be avoided (for example, naming after native trees or plants that are not evident in the area, or views that cannot be identified).
- (h) Where an existing street is being extended, the street extension will be the same as that of the existing street.
- (i) Names cannot be offensive, insensitive or commercially based.
- (j) All road signs for private ways shall be annotated "Private" at the applicants expense.
- (k) The Council may not necessarily accept the marketing name for a development as a road name for any road within a development.
- (l) A new road shall not be named the same, or sound similar to a road already in existence within the District. Proposed road names will be checked against Councils RAMM<sup>(2)</sup> database to avoid duplication.

<sup>(2)</sup> Road Assessment and Maintenance Management Software

#### **4.5 Style Guide for Names**

To ensure a consistent standard of road naming, the following style guide should be applied:

(a) In general the "road type" of a road/private way will reflect the public/private nature of a road, or the geography of the area and in accordance with the naming guide below:

Type of Road	Road Name
Relatively short, Cul-de-sacs	Place, Court, Close, Grove, Way, Courtyard, Rise
Loop Road to same Street	Crescent, Loop, Circle
Rural Road	Road
Long cul-de-sacs, Through Roads	Road, Street, Drive, Ridge, Terrace
Narrow Road, Service Lane	Lane
Wide spacious roads	Avenue, Boulevard, Parade
Street in Commercial areas	Arcade, Mall, Plaza, Square, Street, Road
Short Road leading to water	Landing
Rural State Highway	Highway

The above is a guide only and people are welcome to make other suggestions. However, it is Council's prerogative to name streets and the Council may refuse to approve names considered unsuitable for any reason.

(b) An individual's full name will only be used where the name is of reasonable length and the first name needs to be used to correctly identify the individual being commemorated. Full names longer than 15 letters will not usually be considered. In these instances, consideration will be given to using only the surname.

(c) Short names for short streets are suggested for practical reasons.

(d) Symbols intended to add emphasis to a letter e.g. à should not be used, to ensure the clarity of signs is maximised.

#### **4.6 Compliance with Australian/ New Zealand Standard**

Compliance with the Australian/New Zealand Standard - Rural and Urban addressing AS/NZS 4819:2011 is mandatory. Where there is conflict with this policy and the before mentioned standard, the standard shall prevail.

#### **4.7 Road Name Sign Specifications**

When the new name is confirmed, the road name sign is required to comply with Council requirements.

#### **4.8 Cost Allocation**

For new roads in subdivisions the developer shall pay Council for the required sign(s) and installation. For existing legal but previously unformed roads and roads being renamed Council shall meet the cost of sign(s) and installation.

#### **4.9 Ornamental Road Name Signs**

If a developer erects their own ornamental name sign(s) and/or post, in addition to the Council name sign, and that ornamental name sign is damaged or stolen, then Council shall not be responsible for the repair or replacement of that name sign.

These sign types should ordinarily be positioned on private property (or the property boundary).

If a developer requires a sign to be positioned within the road reserve, an application must be submitted to Council for consideration. The application may, or may not approved.

#### **4.10 Lodgement of Road Names**

In accordance with section 319A of the Local Government Act 1974, if the Council names any road for the first time, or alters the name of a road, the Council will as soon as practicable send a copy of the relevant resolution to the Registrar-General of Land and the Surveyor General.

---

# Customer Services Committee

## Memorandum

**From** Customer Services Group Manager

**Date** 26 April 2017

---

### Customer Services Group Activity Report – Period Ending 26 April 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 remains vacant.

##### **1.3. Financial Performance**

The overall Customer Services Group budget has a positive variance of 16%.

- The Customer Services GM reports a negative variance to budget, as previously explained is as a result of the impact of interim structure.
- Emergency Services – result of restructure of services to Otago Regional Council (ORC).

All other units are demonstrating positive variances:

- Overall Regulatory Services is 3% over revenue – this is activity driven by alcohol and commercial building consent applications. Expenditure is 1% under budget.
- Customer Contact budget continues to meet expectations.
- The Policy budget variance is associated with vacancies generating an underspend. Some consultancy budget is being used to assist in delivering the corporate planning work.
- The Planning positive variance is due to increased economic activity reflected in more consents being processed.

#### **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). Monitoring all logged CRMs and tracking progress. Reporting this through to the Executive Team on a regular basis.

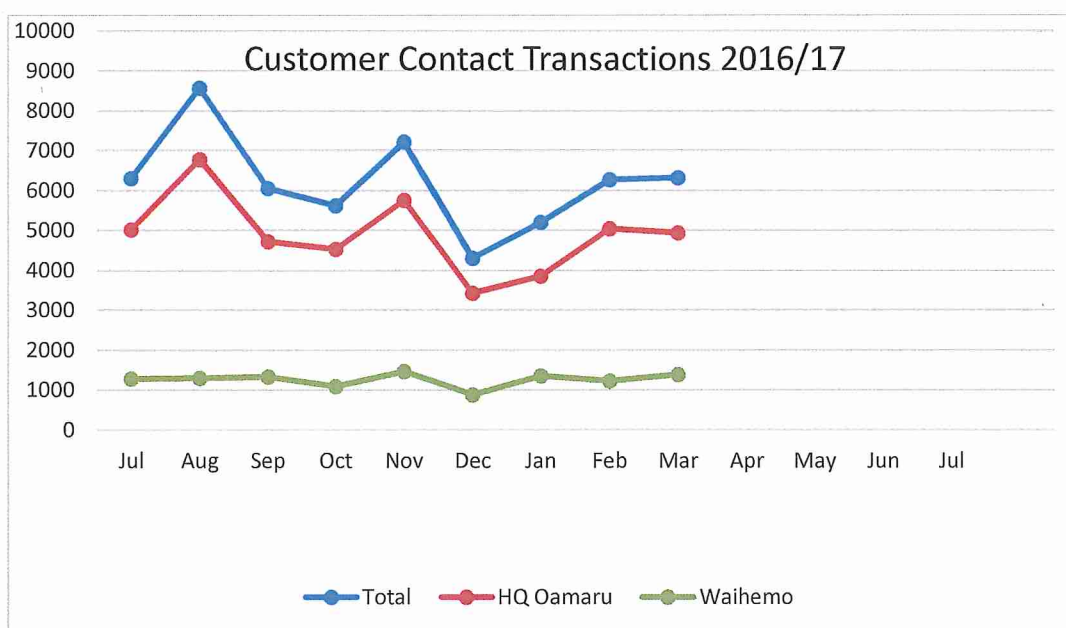


- Training with the Ombudsman's office around unreasonable complainant conduct (UCC) has been completed.
- Rates settlement figures: 268 for the 3 month period Jan, Feb, and March 2016, 290 for the 3 month period Jan, Feb, and March 2017 up 7.5% on the previous year. Overall 2015/2016: 758. 2016/2017: 886 up 14.44% on previous year.
- Continuous Process Improvement:
  - CCT are now entering freedom camping infringements into Authority on behalf of compliance, allowing the process to be streamlined and more likely to meet the customer needs when they come in to settle the infringement.
  - CCT are reviewing dog registration forms to make them more user friendly/ customer-centric and to modernise the look of the forms.

## Service Performance

### CCT Statistics – Oamaru and Waihemo

Transactions March	
Total transactions (calls, counter and emails)	6,322
Average transactions/person/day HQ	51.24
Average transactions/person/day WSC	33.60
Abandoned calls percentage over 30 seconds	1.38



## 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 program. This project is still at the scoping stage.

## 2. Policy & Communications

### 2.1. Governance, planning and reporting

- **Annual Plan 2017/18**– this process is on track and moving into a critical stage that considers what changes are required to the draft budgets based on community feedback and improved planning information. This consideration is planned via a 10 May Councillor workshop that will seek to direct staff to complete the AP for 21 June 2017 Council adoption

In preparation for the 10 May workshop staff will make AP community feedback available to Councillors for joint consideration at that workshop.

- **Long Term Plan 2018-28** – Councillors were provided with an outline of the LTP approach at their 29 March workshop. Planning is underway to complete Councillor workshop material for the next step being the provision of an overview of service and direction. This step explores the points of interest and begins shaping the LTP agenda. Staff are also completing detailed planning on options for engaging with the community.
- **Training sessions** – various training webinars provided.
- **Council Standing Orders & Register of elected member delegations** – both adopted at the 29 March Council meeting.

## 2.2. Communications

- **Annual Plan 2017/18** – community forums in Oamaru, Otematata and Palmerston have been successful with good dialogue between the public and elected members. This feedback, together with formal submissions, will be consolidated and summarized for Council to consider before the Annual Plan is adopted. Some internal processes have been improved to provide a higher level of advice to Council.
- **Cultural Facility** – The Forrester Laneway Long Lunch was seen as a success with close to 80 people attending. Work is now underway for an event/competition to be held in September. The concept is being developed by Tourism Waitaki and has been presented to Councillors. Once finalised, it will be publicized to the public, schools and any other stakeholders that are identified. Following the Long Lunch, the next edition of the stakeholder newsletter has been produced and distributed.
- **Oamaru Landfill** – due to the success of the half-price sale days, a further day was added (Thursday 21 April) where people could take general waste and greenwaste at no cost (requested gold coin donations to go to WRRT).
- **Website/Information Management**
  - New information published on Council's website includes Annual Plan 2017/18 consultation content, Cemeteries, Council maps, Recreation and Roding.
  - New online forms published on the website include Swim school enrolment and a feedback forms.
  - Ongoing refinement and update established website content with the unit content owners and training of website editors.
- **Website Analytics**  
The updated Website analytics for the latest period are included in Appendix 1 of this report.

## 2.3. Policy

- **General Bylaw Review** – is on track with one more Councillor workshop planned prior to 7 June 2017 Committee recommendation to Council for public consultation.
- **Support information LTP** – drafting of a Waitaki District Community Profile 2017 has been completed to provide a snapshot across the economy, environment and people. This information will be provided to Council managers and Councillors as background for the LTP process.
- **Section 17A Review phase II** – The Otago CEs Forum planned to discuss the scope of this work at its 21 April meeting. The Policy and Communications Manager is a member of the Regional Project Team and is coordinating the Regulatory Services component of the review. The timeframe to complete this is very aggressive.  
As background 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.



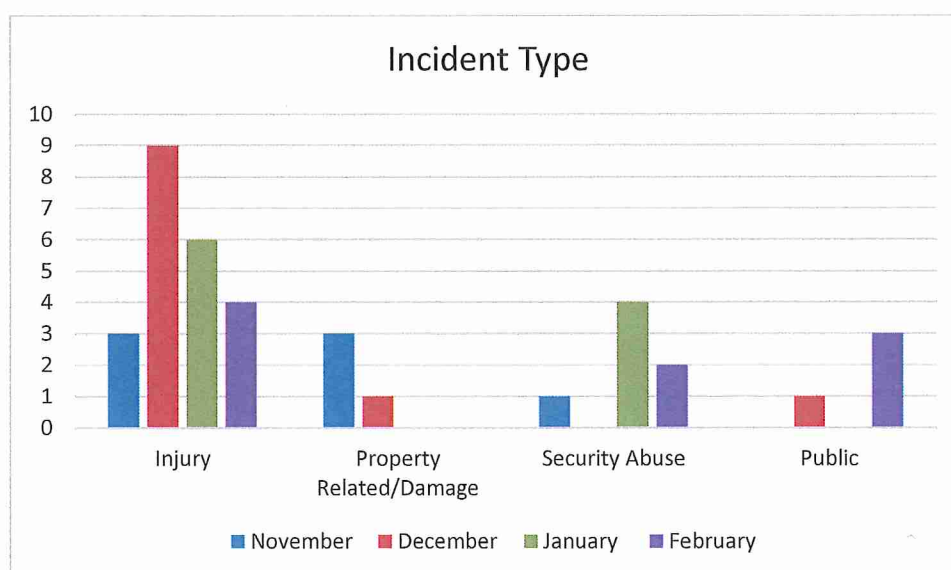
### 3. Health, Safety and Wellbeing

#### 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
February 2017	0	6	0	0
2016/2017 Year to Date (including current period)	9	61	0	0

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

\*\*Included in incident number



#### Public Incidents February

- Palmerston A&P Committee Member (Palmerston Hall) – Fell through floor (rotten) after removing temporary board which they believed was a tripping hazard, landing on tailbone. Bruise to inner calf and strain to lower back – Property advised. Floor has been repaired.
- Opera House – Member of the Public – tripped on upper level step – high visibility strips added to top edges of step.
- Member of the Public - Cut big toe on a piece of metal that was sticking out of a storm water outlet cover (Storm water outlets are private property not owned by council) – Cover now removed.

#### 3.2. Lead Indicator Statistics

	Induction (individuals)	Training (individuals)	Safe Work Observations	Audits	Take 5
November 2016	0	42	0	0	7
December 2016	1	10	0	1	10
January 2017	7	0	2	0	22
February 2017	2*	0	0	0	25

\*2 new staff member

#### Hazards

- Unsafe wiring discovered during Library Refit – replaced/updated by Electrician. Potential exists in all older buildings owned by WDC to be reviewed.
- Unsafe planks identified on private property platform/bridge used by staff for water sampling. Scheduled to be repaired following a discussion with the owner.

- Library Refit– Entrance step/ramp inside library – potential tripping hazard – to trial a mat from FE Technologies in the first instance then look at further options if required.

#### **Health and Safety General** – update from Health and Safety Advisor

- Review and update hazard register with Recreation – Parks.
- Visit library re internal ramp hazard and discuss options – take photos – hi viz tape attached to highlight until a permanent solution is sought and implemented.
- Attended H&S Forum in Timaru – Presentation on Behavioural Observations from Health and Safety Manager of McCains Foods also a presentation on PCBU duties to Contractors/Workers from Local Consultancy Firm who organised the meeting.
- Attend Regulatory staff meeting to discuss safety of staff around Meth Labs and an update on visits with team – Worksafe Fact Sheet.
- Initial presentation to several staff on Safe Work Observations (SWOs). SWO form and process to be trialled by Recreation, Roding, Water and Aquatic Centre.
- Safehold Training scheduled with the Human Resources team – week commencing 10 April 2017.
- Unreasonable Complaints Conduct Training (Ombudsman) held at the Opera House for staff.
- Meet with Site Safe Health and Safety Advisor – general meet and greet also discussed Site Wise pre-qualification system for approved contractors.

## **4. Regulatory Services**

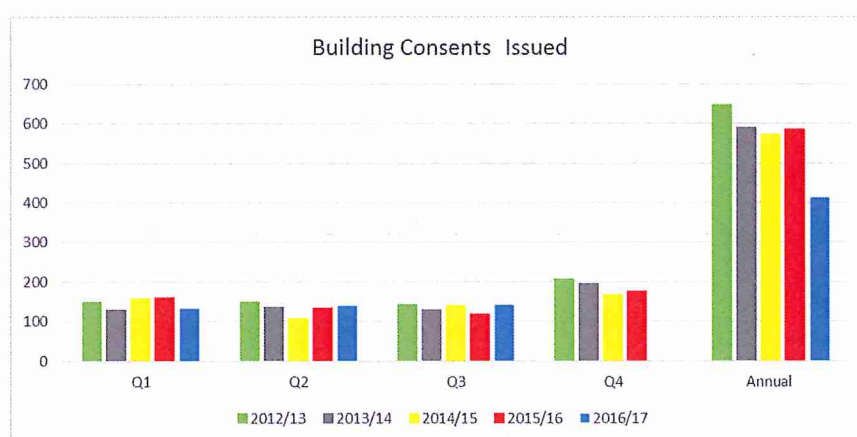
### **4.1. Service Performance**

#### **• Building**

IANZ have confirmed our audit will be 5 June 2017. Our annual review completed in February indicated a number of areas for focus. These have been integrated into our technical manual and all efforts will be made to get processes aligned prior to their arrival.

Our ongoing challenge will be to prove we have sufficient employees to do the job. A key indicator being 95% of consents processed within 20 working days and the timeframe for inspections, neither are at expected service levels and it is an ongoing challenge for us to manage.

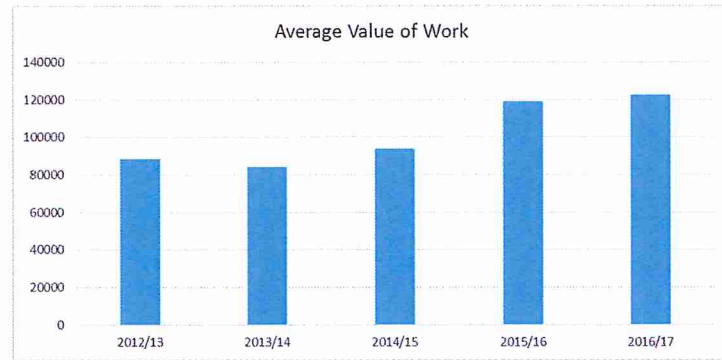
**Building Consents** as at 30 March 2017 (See graph below):



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

Year to date 414 consents have been approved. 87.9% have been processed within 20 working days with average number of days to process at 12. Consent volumes are slightly ahead of the 2015 and 2016 financial years.

March was another strong month with 65 consents approved 90.77% within 20 working days. Much of our processing has been outsourced in March due to high inspections volumes.



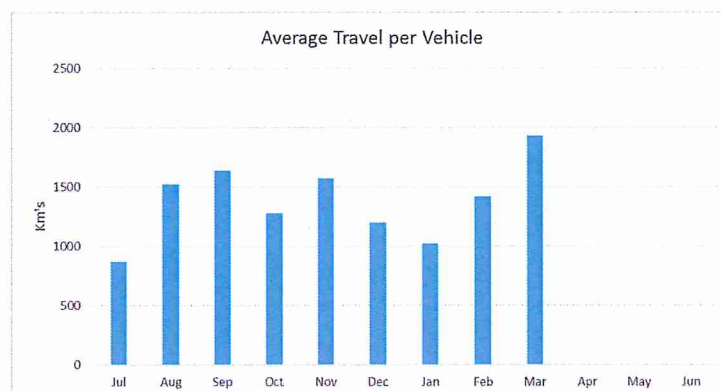
**Figure 2 – Average Value per Building Consent 2012/13 – 2016/17**

The average value of work remains on par with the previous financial year. Commercial activity year to date is 21%.



**Figure 3 – Inspections Completed by Month 2016-17**

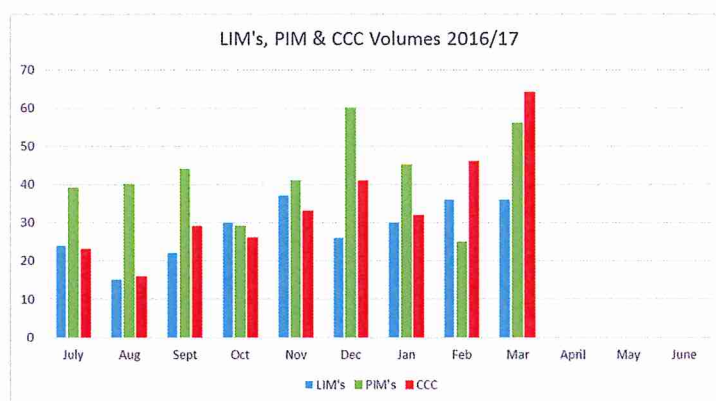
The increase in inspections is a reflection of the high consents approved in December. We have dedicated more resources to inspections as we had (at times) a 10 day waiting period for the industry to book an inspection.



**Figure 4 – Average Travel per Vehicle**

Increased inspections has resulted in a higher rate of travel per vehicle. Currently we are unable to see the location of inspections and will work with Information Services to get this information in the future. The average travel per inspection has increased from 23 kms in July to 33 kms in March which is as a result of providing the Waitaki Valley and Waihemo services twice a week.





**Figure 5 – Building Related Activity 2016/17**

(Land Information Memorandum, Project Information Memorandum, Code Compliance Certificates)

LIM's remain 32% above last year and code compliance increase is a reflection of the CCC project. Overall the building team continue to undertake all work to our best ability.

- **Environmental Health**

**Alcohol** – Off licences and club inspections are nearly complete and on licences on track.

**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**

**Urban Fire and Overgrown Sections** – As of 1 July 2017 Rural Fire Authority and NZ Fire Service will merge to become Fire and Emergency New Zealand (FENZ).

Communication was received in March that highlights the need for Territorial Authorities and FENZ to work together and confirms TA fire prevention and risk reduction powers will be removed by mid-2018. The legislation requires TAs to amend or revoke relevant bylaws to remove any inconsistency with FENZ legislation, but allows this through Council resolution.

**Freedom Camping**  
**As at 31 March 2017**

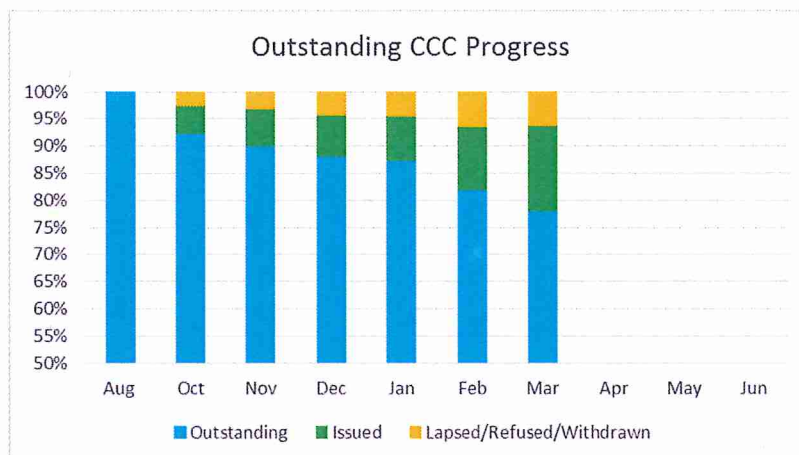
Status/Value	Oct	Nov	Dec	Jan	Feb	Mar	Total
Infringements Issued	18	46	46	26	27	31	194
Withdrawn	12	12	12	6	3	4	49
Remaining	6	34	34	20	24	27	145
% remaining	33%	74%	74%	77%	89%	87%	75%
Value	\$1200	\$6800	\$6800	\$4000	\$4800	\$5400	\$29000
Amount Paid	\$ 600	\$3800	\$2600	\$2400	\$1200	\$1400	\$12000
% of Value	50%	56%	38%	60%	25%	26%	41%

Infringements over 28 days have been sent reminders and if remain unpaid will be sent to the court to process.

- **CRM Activity**

As at 11 April 3 CRM's all for building activity are overdue. 86% of CRMs were resolved within agreed timeframes.

#### 4.2. Regulatory Business Case Outstanding CCC Project



**Figure 5 – Outstanding Code Compliance Certificates**

We continue to make pleasing progress with outstanding CCCs. There has been a lot to learn and feedback to date has focused around how we can do more to assist customers to locate records and information. Specific feedback from a customer with 7 buildings has resulted in a change in process which we hope will improve the customer experience.

**Recruitment** – Our new administrators are settling in well. The Quality Assurance Officer was an internal appointment and will commence from 1 May. The fixed term Parking Officer position has been advertised and interviews commenced.

Unfortunately the Senior BCO position remains vacant.

**Compliance Schedule Project** – a draft project scope has been prepared to respond to TA audit actions. A response has been sent to MBIE and they have confirmed they are comfortable with our approach and no further reporting will be required.

#### 4.3. Policy

**Building (Pools) Amendment Act** – Information Services have explored options to identify pools in the district. There is a cost to the programme which we will consider once the project scope has been completed.

**Food Act 2014 Fee Consultation** – Fees approved and transition 1 currently under action.

**Earthquake Prone Buildings** – MBIE talked at the last Southern Cluster meeting and have indicated they are still on track for legislation to be passed on 1 July. Regulations and guidelines are still being developed. It is expected there will be a training session in July to review the Act and Regulations and another session in Aug/Sept in relation to assessment methodology. Once this information is available we will consider how we will progress this work.

**Exemptions under the Building Act** – Not started

**District Licensing Committee Options** – Workshop scheduled

**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** – Started.

## 5. Planning

### 5.1. Customer Service

As at 13 April no CRM's for Planning are overdue. 92% of CRMs have been resolved within agreed timeframes.

### 5.2. Resource Consent Decisions Made Under Delegated Authority

Date Closed	Type	Description	Location	Target Days	Process days
21.02.17	Designations	Remove Designation	2482 Herbert-Hampden Road	20	11
15.03.17	Land Use	Subdivide Pt Lot 1 DP 18511 into 2 lots in Residential and RG zones	30 Jessop Street	20	10
22.02.17	Land Use	Subdivide Sec 30 SO 17385 into 2 lots in Residential zone	24 Coronet Place Otematata	20	16
21.02.17	Land Use	Subdivide Lot 44 DP 381089 into 3 lots RG zones	171 Hughes Road Palmerston	20	16
09.03.17	Subdivision	Stage 1, Amended subdivision plan into 27 lots in Residential zone	11 Joy Street Oamaru	20	14
02.02.17	Land Use	Subdivision Old Hospital Hill into 27 Lots in Residential zone (Amended Plan)	11 Joy Street Oamaru	35	24
08.02.17	Subdivision	Sect 357 objection conditions #4 & 6 (Roading) and #9 (Financial Contributions)	12 Parsons Lane Otematata	40	24
28.02.17	Land Use	Build dwelling within the road setback in Rural Residential zone	Homestead Road Weston-Ardgowan	20	19
27.02.17	Land Use	Additions to dwelling within the road setback in RG zone	8 Richard Lane Alma	20	12
23.02.17	Land Use	Visitor accommodation in Residential zone	70 Reed Street	20	19
17.02.17	Land Use	Build residential unit in Rural Scenic zone	1456 Broken Hut Road Omarama	20	17
07.03.17	Land Use	To undertake earthworks to extract gravel in Rural General zone	468 Chalmers Road Palmerston	20	16
18.01.17	Land Use	Signage on Thames Street for Veterinary Clinic	311-313 Thames Street	60	43

Date Closed	Type	Description	Location	Target Days	Process days
10.02.17	Subdivision	Sect 127 Change Rooding Conditions #6,7,8 and 9	187 McNally Road Corriedale	20	19

### 5.3. Projects

Planning Unit and Priority	Project	Comment
1	Oceana Gold Ltd – Appeals	Two appeals were received to the consents granted by Waitaki District Council, Dunedin City Council and Otago Regional Council for the Coronation North Mine.  A consent order mediation was held with the appellants and OGL on 31 March. The outcome of the mediation was that an agreement was reached and all appeals have been withdrawn. This means OGL may now implement the consents and commence mining.
2	Recruitment	We have filled a vacancy for one of our Planners who is taking maternity leave. The new person commenced on 21 March
3	District Plan Review	A District Plan Review subcommittee workshop was held on Wednesday 22 March to discuss the topics of energy and utilities. The next workshop is scheduled for 24 May 2017.



Lisa Baillie  
Customer Services Group Manager

### Attachment

Appendix 1: Website Performance Report: 15 March 2017 to 12 April 2017



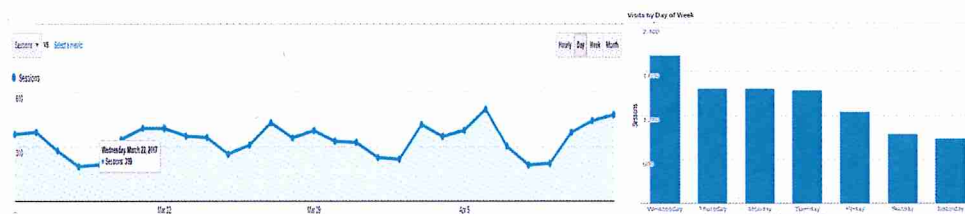
## Appendix 1 Website Performance Report: 15 March 2017 to 12 April 2017

### Council website key analytics

Here are the key analytics with the change compared to 14 February 2017- 14 March 2017

- 9,759 visits (+3%)
- 44,736 page views (-6%)
- 6,191 unique (different) visitors (+3%)
- 535 hours spent online (-7%)

### Daily visits to the Council website



The website traffic is high during the weekdays compared to weekends with Wednesday having the highest traffic.

### Popular content pages

Top pages	Page views Compared to 14 February 2017- 14 March 2017
Property and rating search	-16.41%
Cemetery records search	-5.39%
Current District Plan maps	17.85 %↑
Council offices and contacts	-11.27 %
A-Z Services	-3.95 %
Aquatic Centre	2.80% ↑
Vacancies	31.28% ↑
District Plan rules	-7.10%
Fees and charges	-25.93%
Council landfills	75.44% ↑

The Council landfill page has become very popular with the community due to recent half-price sale at the Oamaru landfill. Traffic to vacancies page has risen as Council had few job advertisements in the local newspaper.

### Popular search terms

14 February 2017 – 14 March 2017	15 March 2017 – 12 April 2017
Rates	Rates
Freedom camping	Landfill
District Plan	Maps
Maps	Lim
Lim report	Zoning maps
Lim	Annual plan
Forms	District Plan
Landfill	Dump
Grants	Forms
Palmerston landfill	GIS

We have created a new maps index page to all our public maps in the website. We also have also created spotlight hyperlinks for Rates, District plan and Annual plan information is on our home page.