



# 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 19 July 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 19 July 2017

Council Headquarters, Council Chambers  
3<sup>rd</sup> 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 Council Chamber, Council Headquarters, 20 Thames Street, Oamaru on Wednesday 7 June 2017 at 9am**

<b>Present</b>	Crs Tavendale (Chair), Dawson, Holding, Percival, Perkins, Mayor Kircher
<b>Apologies</b>	Cr Wollstein
<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 Roesler (Policy & Communications Manager) Ms Lynch (Communications Advisor)

#### **Declarations of Interest**

There were no declarations of interest.

#### **Apologies**

RESOLVED

CUS17/009

Cr Dawson / Mayor Kircher

"That the Committee accepts an apology for absence from Cr Wollstein."

CARRIED

#### **Public Forum**

Oamaru Poultry Society (Clint O'Brien and Trevor Hill) discussed the rooster aspect of the General Bylaw. They promote the breeding of roosters and chickens. They are disappointed that they weren't notified of the General Bylaw review and consideration of the keeping of roosters and birds in urban areas. They could have provided advice on how noise and other nuisance aspects can be managed and minimised. Breeding will break down if male roosters/fowl are not allowed to be kept. Poultry 'fanciers' bring economic benefits to Oamaru with their annual shows, they encourage people of all ages to belong and take up the hobby. If the bylaw is passed in its current form by banning roosters in urban areas the poultry society will eventually cease to exist.

It's possible that the bylaw could incorporate rules about the housing/keeping of roosters and poultry so that they do not cause nuisance through noise.

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

RESOLVED

CUS17/010

Mayor Kircher / Cr Perkins

"That the Committee confirms the minutes of the Customer Services Committee dated 26 April 2017."

CARRIED

## 2. Annual Plan Performance Measures Adjustments

To make improvements to the 2015-25 Long Term Plan year 3 (2017/18) performance measures as part of the 2017/18 Annual Plan.

RESOLVED  
CUS17/011

Cr Dawson / Cr Holding

"That the Customer Services Committee recommends that Council:

1. Agrees suggested improvements to the performance measures in Attachment 1 for inclusion in the 2017/18 Annual Plan."

CARRIED

## Approval of Draft Waitaki District General Bylaw 2017 (June 2017) for public consultation

Waitaki District Council General Bylaw 2006 was due for its 10 yearly review in 2016. Council formally commenced a review of the currently bylaw in July 2016 under section 159 of the Local Government Act 2002. The bylaw review must be completed by August 2018, otherwise the existing bylaw will be revoked.

RESOLVED  
CUS17/012

Mayor Kircher / Cr Dawson

"That the Customer Services Committee recommends to Council:

1. That, having regard to sections 155, 159 and 160 of the Local Government Act 2002 (the Act):
  - a. A bylaw is the most appropriate way to address the perceived problems to protect persons using and trading in reserves and public places, and minimise nuisance and maintain public health and safety associated with the keeping of animals, birds and bees; and
  - b. The Waitaki District Council General Bylaw 2006 should be revoked and replaced with a new Bylaw; and
  - c. The proposed Bylaw attached as Appendix 3 is the most appropriate form of bylaw; and
  - d. The proposed Bylaw is consistent with the New Zealand Bill of Rights Act 1990 as the controls are reasonable and justifiable in the circumstances.
2. That it approves the Statement of Proposal (with amendments) for public viewing attached as Appendix 2 as required under the special consultative procedure (section 83 of the Act).
3. That it approves the Draft Waitaki District General Bylaw 2017 (with amendments) for public viewing attached as Appendix 3 as required under the special consultative procedure.
4. That it approves the Communication Plan (with amendments) attached as Appendix 4, to specify Council's expectations for public consultation under the special consultative procedure.
5. That it approves the Consultation Document (with amendments) attached as Appendix 5, summarising the key messages of the Draft Bylaw and providing the opportunity for public feedback under the special consultative procedure.
6. That Council engages directly with the Oamaru Poultry Society."

CARRIED

Cr Percival left the meeting at 9.48am

Cr Percival returned to the meeting at 10.01am

## 3. Residents Opinion Survey - third quarter results

The purpose of this memorandum is to provide Council with an early indication of how the Residents Opinion Survey results are tracking prior to presenting the draft 2016/17 Annual Report later this year.

RESOLVED  
CUS17/013

Mayor Kircher / Cr Dawson  
That the Customer Services Committee receives the results to date for the Residents Opinion Survey."

CARRIED

#### **4. Customer Services Group Activity Report – Period Ending 7 June 2017**

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

RESOLVED  
CUS17/014

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

CARRIED

There being no further business the Chairperson declared the meeting closed at 10.29am.

Confirmed on this day, Wednesday 19<sup>th</sup> July 2017 at Waitaki District Council Chambers, Oamaru.

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Chairperson

# Customer Services Committee Report

**From** Customer Services Group Manager

**Date** 19 July 2017

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## Easter Sunday Shop Trading in the Waitaki District

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### Recommendations

That the Customer Services Committee recommends to Council:

1. To commence a review on the need for an Easter Sunday Trading Policy in the Waitaki District; and
2. To pursue the review process and timeframe as outlined in Option A.

### Objective of the Decision

To confirm Council's intention to formally commence a review of Easter Sunday Shop Trading in the Waitaki District, including the recommended review process and timeframe.

### Summary

Council has received two formal requests from local retailers seeking clarification on Council's position around Easter Sunday Shop Trading. Most districts across the country have already considered their position on Easter Sunday Shop Trading. The Waitaki District Council has yet to do so. Based on the experience from a number of Territorial Authorities across New Zealand, officers expect that there will be polarised community views around this issue, and suggest that the normal consultation process may not be appropriate.

This report recommends that there is a need for a position to be formed on Easter Sunday Shop Trading in the Waitaki District, and that prior to any formal position being put forward by Council, the community is engaged to ascertain the appetite for shop trading on Easter Sunday. If a policy option is pursued, the proposed process would also allow members of the community a second bite at Council's draft position (through consultation on a draft policy) prior to a position being finalised in time for Easter 2018.

### Background

In August 2016, the Government amended the Shop Trading Hours Act 1990 (the Act) which means that Councils can now decide to enable trading on Easter Sunday, by developing a local policy. This means that each district throughout New Zealand can decide on what best suits their own community needs. Currently there are particular businesses that can trade on Easter Sunday including dairies, service stations, takeaway food shops, restaurants, cafes, souvenir shops, pharmacies, and garden centres.

Under legislation, Council is restricted on what a local policy could cover. There are three options:

1. No shop trading on Easter Sunday throughout the entire District unless businesses have been exempted under law to trade (status quo)
2. Allow the option for shop trading on Easter Sunday across the whole District
3. Allow the option for shop trading on Easter Sunday in parts of the District.

The policy cannot specify particular shops or types of shops to open, or specify times when shops can open, or impose any other conditions. A policy on trading during Easter Sunday will affect all shops, as it could mean all shops can open and trade, not just those that are currently exempted as defined by the Act. If a policy was developed, there is still the option for shops to remain closed if they choose to do so.

### Costs

The costs of community pre-engagement will be kept to a minimum utilising the existing Residents' Survey, and developing an in-house Survey Monkey questionnaire which will sit on Council's website. Pending the outcome of this community engagement, a policy may or may not need to be developed. Council is limited on the scope of such a policy, so the costs of development are not expected to be high.

## Enforcement

The Act does not name a particular regulator or organisation for the purposes of enforcement. This role currently lies with the Labour Inspectorate.

## Options for review

The following review and timeframe options have been considered:

### Option A: (RECOMMENDED)

Pre-engage with the community prior to any Council position being put forward, and then consider the need for a draft Policy based on this feedback utilising the following process and timeframe:

- August – September 2017: Survey Monkey questionnaire on Council's website (opt in option), a telephone poll linked to the Residents' Survey (random sample) – see Attachment 1
- Late September 2017: Council workshop to confirm Easter Sunday Shop Trading position
- [If policy option is pursued] 11 October 2017: Draft Easter Sunday Shop Trading Policy presented to Customer Services Committee, for recommendation to Council
- 25 October 2017: Draft Easter Sunday Shop Trading Policy adopted by Council for public consultation using Special Consultative Procedure (one month)
- 30 October – 30 November 2017: Consultation period open
- 6 December 2017: Public hearings / consideration of submissions
- March 2018: Easter Sunday Shop Trading Policy to be in place in time for Easter 2018 (Good Friday is 30 March 2018)

### Option B: (NOT RECOMMENDED)

Consult with community on a draft Easter Sunday Shop Trading Policy for the Waitaki District (proposed position already anticipated by Council)

### Option C: (NOT RECOMMENDED)

Delay development of an Easter Sunday Shop Trading Policy (retain status quo in interim)

### Option D: (NOT RECOMMENDED)

No community engagement (Council makes decision to retain status quo position on Easter Sunday Shop Trading).

Option A is the preferred option as it allows Council to determine the community appetite around the need for a policy, and the preferred direction prior to any formal stance being made.

## Policy / Plan / Legal considerations

Work on the Easter Sunday Shop Trading Policy will be aligned with Council's vision for Waitaki. Any policy and process must comply with the relevant provisions of the Act, and the Local Government Act 2002. If developed, a policy must be reviewed no later than five years after its adoption.

## Community views, consultation and communication

As already discussed, Council is proposing to pre-engage with the community on the need for an Easter Sunday Shop Trading Policy in the Waitaki District prior to any formal position being reached. It is envisaged that a Communication Plan and Consultation Plan will be developed if a decision is made to develop and consult on a policy. Under the Act, if Council decides to develop an Easter Sunday Shop Trading Policy, there is a requirement to consult with the community using the special consultative procedure under the Local Government Act 2002 for a minimum period of one month. Council must also provide the opportunity for submitters to present at hearing, if they indicate they wish to do so.



Victoria van der Spek  
Consultant – policy and planning



Lisa Baillie  
Customer Services Group Manager

Attachment 1: Proposed draft questionnaire for community pre-engagement

**Attachment 1:****Proposed draft questionnaire for community pre-engagement**

- 1) Should shops in the Waitaki District be allowed to trade on Easter Sunday? **Yes/No/Comments**
- 2) In what way(s) would you be affected if shops could trade on Easter Sunday in the Waitaki District?
  - a. I could open my shop and trade
  - b. My employer may ask me to work on Easter Sunday
  - c. I might go shopping
  - d. I will make a conscious choice not to shop, work or trade on Easter Sunday
  - e. It won't affect me at all
  - f. Other
- 3) If Easter Sunday trading was allowed in the Waitaki District, should trading be allowed anywhere or only in defined areas? **Anywhere/ Only in defined areas / comments on which areas**
- 4) Please indicate in which area/location within the District you live: \_\_\_\_\_
- 5) Please indicate which age bracket you fit into:  
(*age brackets to be provided*)
- 6) Do you want to be kept informed about this issue? **Yes / Preferred Method / No**

# Customer Services Committee

## Memorandum

**From** Customer Services Group Manager

**Date** 19 July 2017

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### Customer Services Group Activity Report – Period Ending 7 July 2017

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#### 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. Special note: 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 were received in the period of this report. CRMs are seldom received in relation to the Policy and Customer Contact units within this Group.

##### 1.2. Customer Services Group Team

**Vacancies:** Human Resources Administrator: At the time of preparing this report, the selection process is in the final stages for this position.  
Policy Officer – Governance: Ainslee Hooper commenced in this position on 3 July 2017.

##### 1.3. Financial Performance

As at period 11 2017, the overall Customer Services Group budget has a positive variance of 22%. All units are operating at or better than budget, with no areas of concern. A surplus is expected at year's end.

#### 2. Customer Contact

##### 2.1. Customer Requests and Service Performance

###### 2.1.1. Customer Requests

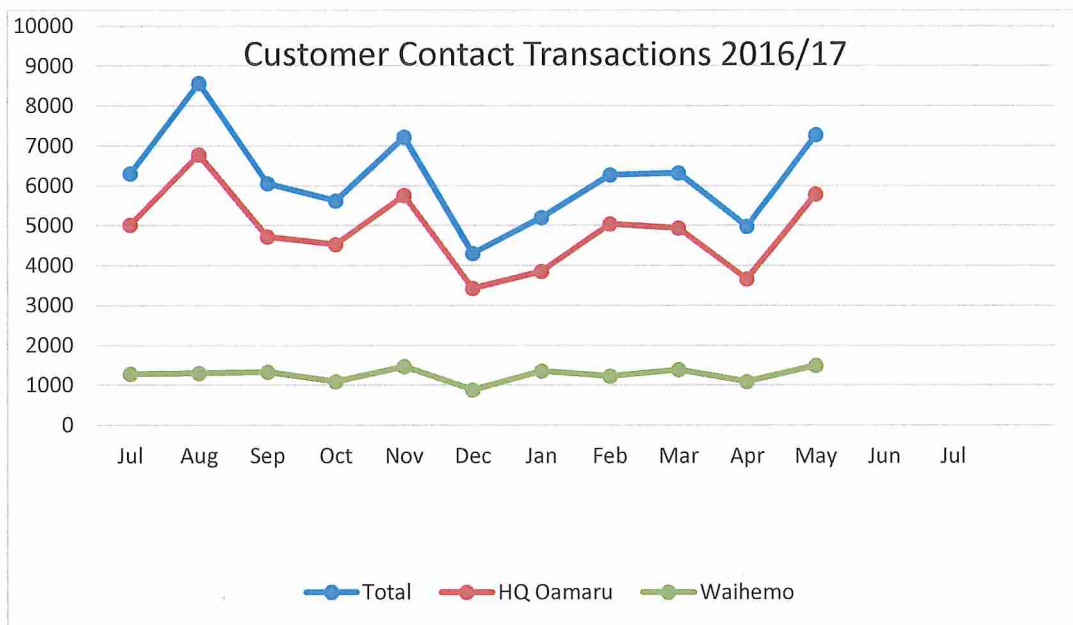
- The Customer Contact Team (CCT) continues to proactively look at CRMs coming up to due/overdue with a view to reducing the fail rate and increasing the success percentage (ongoing).
- Officers are planning activities to pursue the Customer Service Excellence Strategy target of 95% resolution rate on all CRMs (ongoing). These include monitoring all logged CRMs and tracking their progress, emailing responsible officers for updates when required, and reporting through to the Executive Team on a regular basis.
- Rates settlement figures: 353 for the three-month period March, April and May 2016; 377 for the three-month period March, April and May 2017 (up 6.36% on the previous year). Overall 2015/2016: 989. 2016/2017: 1286 (up 23.09% on the previous year).
- Continuous Process Improvement:
  - With the introduction of process mapping tools, CCT are now creating process documents to ensure officer continuity in all processes and information given at the first point of contact. This will help identify when a process crosses into CCT, so that it can be dealt with there to improve customer experience.

- CCT are responsible for all administration duties relating to dog registrations. A project to ensure the integrity of our data including dog microchip numbers and for owners' dates of birth will be initiated once the second rating period has been completed in November.

## Service Performance

### CCT Statistics – Oamaru and Waihemo

Transactions May	
Total transactions (calls, counter and emails)	6,630
Average transactions/person/day HQ	55.05
Average transactions/person/day WSC(incl library)	36.16
Abandoned calls percentage over 30 seconds	1.11



## 2.2. Projects

Project	Comment
Customer Contact Team review	Customer Contact Team Review – planned unit review of efficiency of operations as part of the continuous improvement programme. This project is still at the scoping stage. Proposals have been received and are being considered.

## 2. Policy & Communications

### 2.1. Governance, planning and reporting

- **Policy Officer – Governance:** This existing role has been filled with Ainslee Hooper starting full-time on 3 July. Margaret Tanner is supporting the transition.
- **Long Term Plan (LTP) 2018-28:** The process is well underway, with officers preparing planning material for Councilor consideration.
- **Annual Plan 2017/18:** This was adopted by Council on 21 June. Letters to submitters have been posted/emailed. The Annual Plan has been printed and distributed.
- **Annual Report 2016/17:** Workplans are being developed to support the Finance Team during the annual report process.

## 2.2. Communications

- **General Bylaw:** Public consultation is underway and will close on 3 August. Four key areas are being addressed – responsible cat ownership, keeping of bees, roosters, and birds. The consultation document has been made available via the website, and at Council offices in Oamaru and Palmerston and all libraries. Advertising has been placed in the main newspapers and community newsletters, and on radio, the website and Facebook. A 'live' Facebook session will also be held so that the public have an opportunity to ask questions and raise issues. Approximately 80 stakeholders were identified and have received information including the consultation document, and have been asked to make a submission.
- **Roading consultation:** Publicity, including two-page spreads in the Oamaru Mail and Waitaki Herald, has launched the consultation and submissions have been received.
- **Media Enquiries:** Approximately 10 media enquiries were received for June relating to various issues including the Oamaru Courthouse, Severn Street wall, Oamaru harbour and various resource consent applications.
- **Media Releases:** Ten media releases were issued for June, resulting in seven stories being published.
- **Website/Information Management:**
  - Fees and charges information has been updated on the website for this financial year (2017/18).
  - New information published on Council's website has included building news, Swim school, High productivity motor vehicles and road conditions.
  - New consultation webpages were published on the General Bylaw review and Better roads.
- **Website Analytics:**  
The updated Website analytics for the latest period are included in Appendix 1 of this report.
- **System & Process Improvement:**
  - Process mapping –Work has started to map the Governance service processes using Promapp.
  - Community engagement – consideration is being given to using Council's Sharepoint system to manage community feedback.

## 2.3. Policy

- **General Bylaw Review:** This is on track.
- **Shop Trading Policy:** Councillor workshop has been planned.
- **Representation Review:** Policy and Communications Manager attended a sector forum on this matter. A Council workshop will be held leading into initial Council decisions on Voting Method and Maori Representation.
- **Section 17A Regional Review Phase II:** The status of our involvement is now a 'watching brief' with various work streams reporting back to the Chief Executive Officer and Mayoral Forums as work is completed. Council staff are involved in the various work groups.

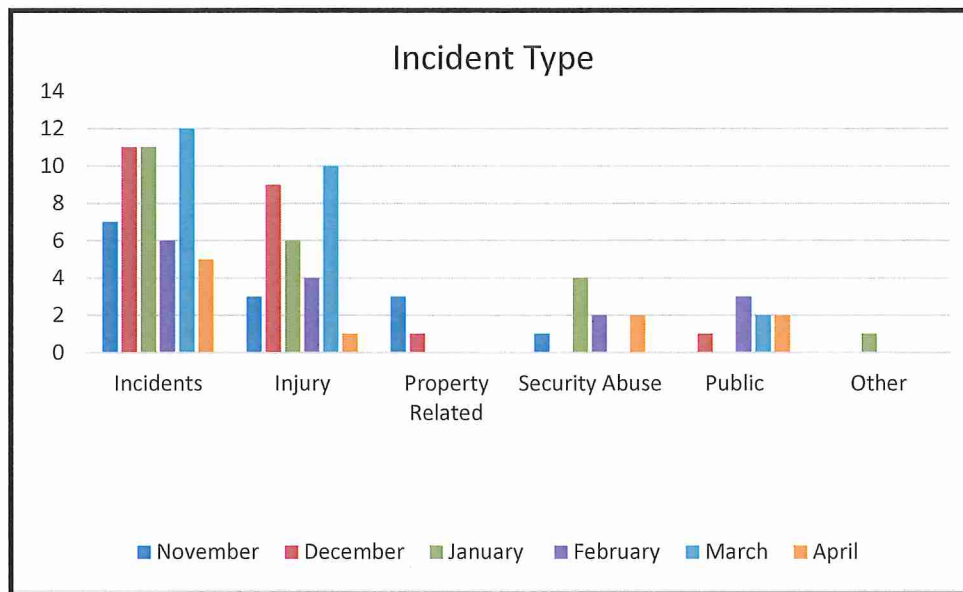
### 3. Health, Safety and Wellbeing

#### 3.1. Lag Indicator Statistics

	Incidents	Near Misses (** included in incident number)
November 2016	7	0
December 2016	11	0
January 2017	11	2
February 2017	6	0
March 2017	12	1
April 2017	5	2
2016/2017 Year to Date (including current period)	78	12

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

\*\*Included in incident number



*N.B Several incidents will fit into more than one incident type e.g. In February there were 6 incidents, 4 of those involved injuries of which 3 were to a member of the public and 2 abuse incidents that did not involve injuries.*

Of the six incidents for April, two were a 'near miss' (both to members of the public), one was an 'injury', and two were incidents of abuse to staff. There were no Lost Time Injuries to staff, and no Property Related incidents for the month.

	Notifiable Events *	
	Injury	Incident
November 2016	0	0
December 2016	0	0
January 2017	0	0
February 2017	0	0
March 2017	1***	0
April 2017	0	0
2016/2017 Year to Date (including current period)	1	0

\*\*\* Aquatics Centre – Member of the Public – fractured pelvis/hospitalised

### Public Incidents April

- A child in the Opera House knocked over a plant whilst getting toys; the plant just missed hitting him. Action: Toy storage has been relocated to a safer position.
- The limb of a large tree fell to the ground in Queens Park when a group of caregivers and children were visiting nearby. Action: Inspection of other large trees in the park is underway.

### 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
March 2017	6*	10**	0	5***	17
April 2017	3	28	2	0	11

\*Inductions: 1 student, 1 contractor and 1 staff

\*\*Training:

Unreasonable Complaints Conduct Workshop – Office of Ombudsmen =25

First aid = 3 (1 was electrical first aid)

### Hazards

Nil reported for April.

### Health and Safety General

- Safehold (Health and Safety Database) has now been rolled out across Council for reporting all incidents and hazards. Ongoing training and assistance is being provided to staff when and as required. The new database has been well received, and is working well.
- Canterbury Health and Safety Advisors Group meeting was attended by the Health and Safety Advisor. Topics of interest at the meeting included the use of Health and Safety databases across councils, management of contractors, and the allocations of portfolios for each council. Waitaki District Council has been given the task of reviewing the HSNO legislation and reporting any updates back to the Group.
- The Stress Policy has been reviewed and updated.
- The Employee Participation Policy has been reviewed and updated.
- Departmental hazard/risk registers have been reviewed and updated.

## 4. Regulatory Services

### 4.1. Service Performance

#### • Building

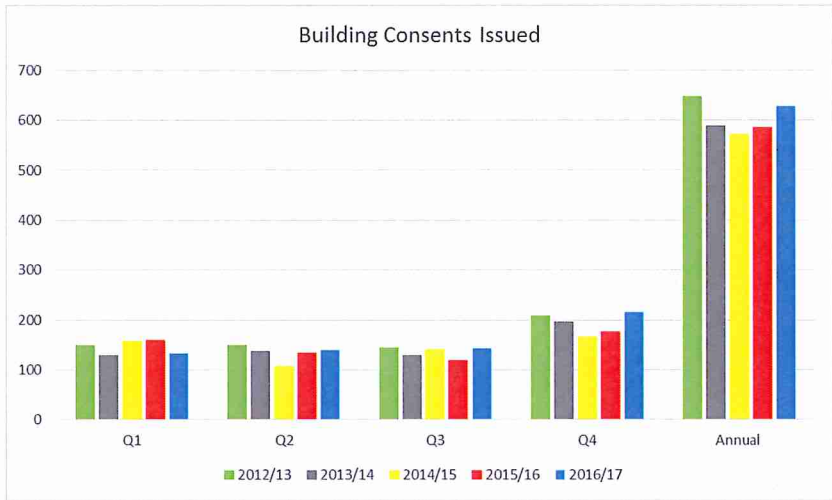
The outcome of the IANZ audit reflected a few months of hard work across the team. In an email they noted our *“positive and interactive approach”* and their appreciation of *“the keen discussion and willingness to listen, question and explain what has happened in the BCA over the last 18 months”*.

*“The outcome of **NO** Corrective actions is a fantastic result and reflective of the hard work and staff commitment to continuously improve and understand the business of a BCA and its customers”*.

There is still some work to do, with six strong recommendations – primarily around linking and implementing some current procedures. The formal report is expected in the next few weeks.

Unfortunately our Building Control Manager – Mark Mitchell – has resigned to take up an opportunity in Kaikoura. His contribution to improving our procedures and documentation of decisions was evident in our result.

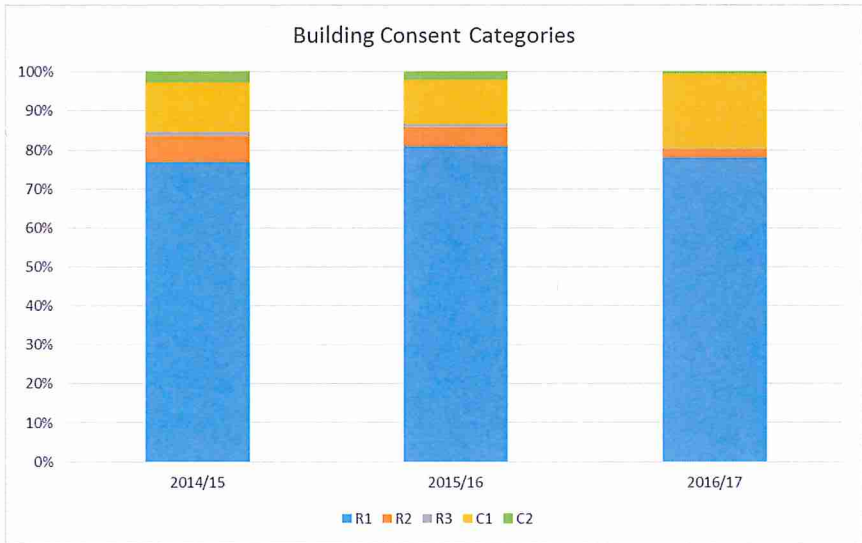
**Building Consents** as at 30 June 2017 (See graph below):



**Figure 1 - Building Consents Issued by Quarter – 2012/13 to 2016/17**

Year to date 630 consents have been approved. 88.19% have been processed within 20 working days, with average number of days to process at 11.1 days. Consent volumes for the year have finished 8% ahead of last year and slightly higher than the last three years.

79 consents were approved in June, with 82% processed within 20 working days. The average processing time is 11 days.

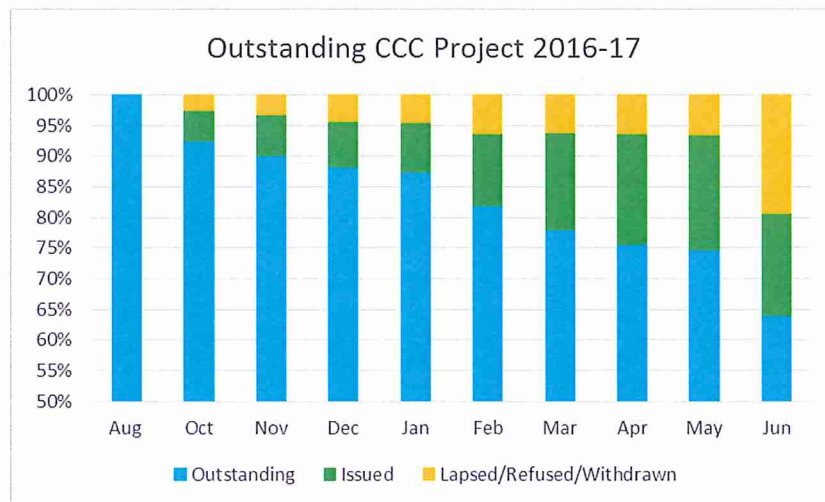


**Figure 2 – Building Consent Categories 2014/15-2016/17**

Commercial activity accounted for 20% of total consents, up from 13% last year. The average value of work for the year was \$105,305, slightly down from last year.

- Environmental Health**  
**Alcohol:** All required inspections have now been completed.  
**Food and Other Registered Premises:** All category 1, 2 and 3 inspections completed.  
**Environmental Health:** All enquiries have been managed effectively by the health team in the absence of Council's Senior Environmental Health Officer.
- CRM Activity**  
 Eight CRMs (all related to building activity) are overdue. All of these are under action but have not yet been updated.

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



**Figure 5 – Outstanding Code Compliance Certificates**

We have made pleasing progress on the project. A calculation error has been noticed in our data which means we have 144 more to complete than first thought.

**Recruitment:** Brent Cunningham has accepted the Senior Building Control Officer position. This creates a Building Control Officer vacancy which has been advertised, along with the Territorial Authority (TA) Officer and Building Services Manager positions.

**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. *No action this period.*

#### 4.3. Policy

**Building (Pools) Amendment Act:** Information Services has 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. *This has not been progressed.*

**Food Act 2014 Fee Consultation:** Phase one implementation has gone well, with no feedback in relation to fees. Only one business has not registered. Staff are attempting to work with them to ensure they can continue to operate when their Food Regulations expires at the end of this month.

**Exemptions under the Building Act:** *This has not yet been started.*

**District Licensing Committee Appointment:** Roles have now been advertised. A short list will then be confirmed, with interviews to be held on 26 July.

**Hearing Committee Process (Dogs):** *This has not yet been started.*

**Alcohol Strategy:** A joint initiative with Regulatory Services and Community Safety and Development is under discussion. An assessment is underway to determine if more information is available to assist understanding of alcohol-related harm in the district. A report will be prepared for Council later in the year.

**Regulatory Strategy:** This has been started.

### 5. Planning

#### 5.1 The Resource Legislation Amendment Act 2017 (RLAA)

The Resource Legislation Amendment Act 2017 represents the Government's second phase of reform of the Resource Management Act (RMA). This is the most comprehensive package of reforms to the RMA since its inception 26 years ago. Together these changes aim to deliver substantive improvements to the resource management system to support more effective environmental management and drive capacity for development and economic growth. In particular the amendments aim to provide stronger national direction, a more responsive planning process, a streamlined resource consent process and better alignment with other legislation.

An example of the streamlined process:

- Councils must process certain resource consent applications within 10 working days
  - o Previously non-notified resource consents were 20 working days
  - o The new fast track process includes those activities that are currently controlled activities requiring consent under a district plan.
- In addition, Waitaki District Council is one of the pilot Councils for the National Planning Standards that are being rolled out by the Ministry for the Environment.
  - o These are standardised basic elements of the RMA in relation to plans (DP) and policy statements.
    - At a minimum including:
      - A structure and form for plans and policy statements including references to relevant national policy statements, national environmental standards and regulations under the RMA.
      - Definitions
      - Requirements for electronic functionality and accessibility of plans and policy statements.

## 5.2. Customer Service

As at 3 July, no CRMs for Planning are overdue. 92% of CRMs have been resolved within agreed timeframes.

## 5.3. Resource Consent Decisions Made Under Delegated Authority

Date Closed	Type	Description	Location	Target Days	Process days
18.05.17	Land Use	Waiver to Outline Plan to extend building	1 Omarama Avenue Omarama	20	12
09.05.17	Land Use	Install dish at substation	109 Airedale Road Weston	20	8
10.05.17	Land Use	To build an irrigation pond in Rural General Zone	334 Steward Road Waitaki Bridge	20	4
04.05.17	Land Use	Install operate and maintain antenna RG Zone	Nimmo Road Peebles	20	5
25.05.17	Land Use	Subdivide Pt Sec 1 Blk XLIII into 2 lots in Residential Zone	37 Eden Street Oamaru	20	12
25.05.17	Land Use	Subdivision consent to adjust the boundary of Lot 1 and 2	Biggs Road Pukeuri	20	16
17.05.17	Land Use	Boundary adjustment on OT 447198 & 447199 into 2 diff lots in Residential Zone	5 Brinkburn Street Oamaru	20	10
24.05.17	Land Use	Subdivide Pt Sec 4 & Sec 6 Blk I Moeraki into 2 lots in RG Zone	3330 Hampden-Palmerston Road	20	14

19.05.17	Land Use	Boundary adjustment subdivision into 2 lots in RG Zone	650 Ardgowan Road Oamaru	20	17
04.05.17	Land Use	Boundary adjustment Lot 1 DP 301874 & Sec 1 SO 200505 Township Zone	37 Cardiff Street Oamaru	20	14
04.05.17	Subdivision	Sect 127 Change Condition 5 Power Supply in RR Zone	77 Ardgowan Road Oamaru	20	10
10.05.17	Certificate of Compliance	Sect 357 regarding Condition #4 Roding - Condition #6 Vehicle Access	11 Joy Street Oamaru	40	22
31.05.17	Designations	Sect 127 Stage 1 Change Conditions 1 amended plan to add 3 lots residential Zone	51 Weston Road Weston	20	17
19.05.17	Land Use	Build dwelling on a site less than the required 3000m2 Township Zone	15 Stafford Street Hampden	20	7
31.05.17	Land Use	Office Building and road boundary setback breach in RG Zone	126 Cameron Road Papakaio	20	7
24.05.17	Land Use	Construction vehicle crossing up to 10m in width in Residential Zone	3A Weston Road Oamaru	20	12
18.05.17	Land Use	Build house within the recession plane in Township Zone	17 Milford Street Moeraki	20	10
19.05.17	Land Use	Build poleshed within internal boundary setback in Business 2 Zone	Chelmer Street Oamaru	20	11
19.05.17	Land Use	Building dwelling on site under 30002sq metres in Township Zone	26-28 Chelmsford Street Hampden	20	15
04.05.17	Land Use	Earthworks dairy conversion & vehicle entrance width in RG Zone	583 Whitestone-Five Forks Road	20	9

04.05.17	Land Use	Earthworks for dairy shed in RG Zone	4626 Kurow-Duntroon Road Kurow	20	6
10.05.17	Land Use	Build garage within the 4.5m front yard setback in Township Zone	39 Cobblestone Road Kakanui	20	9
01.05.17	Land Use	Build 3 level viewing tower in Rural Scenic Zone	1589 Lake Ohau Road	20	20
15.05.17	Land Use	Relocatable dwelling in Rural Scenic Zone	2411-2413 Twizel-Omarama Road	20	13
01.05.17	Land Use	Operation of Contractors Yard in RG Zone	Richard Road Alma	20	19
25.05.17	Subdivision	New depot with storage yard, administration building & servicing facilities	Parsons Road	84	51
16.06.17	Land Use	Subdivide Pt Lot 1 DP 12217 into 2 lots in residential Zone	4 Whitehaven Street Weston	20	13
21.06.17	Land Use	Build dwelling within internal setback & road in RR Zone	83 Ardgowan Road	20	7
08.06.17	Land Use	Earthworks for a 1000m3 effluent storage tank in RG Zone	115-138 Macdonalds Road Papakaio	20	3
14.06.17	Land Use	Earthworks for numerous chicken houses & tracks in RG Zone	Bowalley Road Herbert	20	9
06.06.17	Land Use	Build shearing shed within the 20 metre setback in RG Zone	Dunback-Morrisons Road Dunback	20	10
08.06.17	Land Use	Sect 127 Change Condition #1 original plan of 2 tents to 10sq metre permanent cabins in RG Zone	161 Domett Road Otiake	20	5

**5.4. Projects**

<b>Planning Unit and Priority</b>	<b>Project</b>	<b>Comment</b>
1	Recruitment	We are currently recruiting for a Planning Manager.



Lisa Baillie  
**Customer Services Group Manager**

**Attachment**

Appendix 1: Website Performance Report: 26 May 2017 to 6 July 2017

## Appendix 1 Website Performance Report for period 26 May to 6 July 2017

### Council website key analytics

Here are the key analytics with the change compared to the previous period (13 April to 25 May 2017)

- Increases in visitors viewing more web pages (9.51%)
- 12,524 visits (-13.75%)
- 57,044 page views (-12.32%)
- 7,577 unique (different) visitors (-15.31%)

### Daily visits to the Council website



The surge in web traffic on 14 June can be attributed to updates done on the local road conditions page.

### Popular content pages

Top pages	Page views Compared to 13 April 2017 to 25 May 2017
Property and rating search	-11.65%
Cemetery records search	-12.74%
Vacancies	-19.25%
Council offices and contacts	7.10% ↑
Current District Plan maps	-18.26 %
Aquatic Centre	-15.28 %
A-Z Services	-8.06 %
Road Conditions	-12.31%
Maps	19.68% ↑
District Plan rules	11.76% ↑
Aquatic Centre - Timetable	-3.50%

The Maps page has become very popular with the community. Web traffic to the District Plan Rules and Contact Us pages has also increased.

### Popular search terms

26 May 2017 to 6 July 2017	13 April 2017 - 25 May 2017
Rates	Rates
District Plan	District Plan
Jobs	Maps
News	Vacancies
Building consent	Jobs
Vacancies	Lim
GIS	GIS
Sewerage	Tender
Cemeteries	Freedom camping
Dog	Landfill

Compared to previous months, there have been increases in several search terms, including GIS, Building consent, Vacancies, Cemeteries, and Dog.