



Waitaki

DISTRICT COUNCIL

TE KAUNIHERA Ā ROHE O WAITAKI

Notice of a meeting of the

Customer Services Committee

in the

**Whitestone Cheese Empire Room of the Oamaru Opera House,
94 Thames Street, Oamaru**

on Wednesday 30 August 2017

MEMBERSHIP:

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

Mayor Kircher (ex Officio)
Cr Holding
Cr Perkins

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

Agenda

Customer Services Committee Meeting

Wednesday 30 August 2017

**Whitestone Cheese Empire Room of the Oamaru Opera House,
94 Thames Street, Oamaru**

- **Apologies (Cr Tavendale)**
- **Declarations of Interest**

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1. Confirmation of Meeting Minutes	
• Customer Services Committee 19 July 2017	3 – 4
2. Annual Residents Survey 2016/17	5 – 7
• Report and Recommendation	
• (Survey Report by Key Research is attached as a separate document)	
3. Customer Services Group Activity Report for the period 8 July to 18 August 2017	8 – 22
• Memorandum and Recommendation	

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 19 July 2017 at 12.05pm

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

Apologies Cr Wollstein

In Attendance Cr Garvan
Cr Hopkins
Cr Kingan
Cr Wheeler
Dr Cloete (Customer Services Group Manager)
Ms Hooper (Policy Officer – Governance)

Declarations of Interest

Cr Dawson declared an interest for Agenda Item 2 – Easter Sunday Shop Trading, and left the meeting whilst discussions took place on that item.

Apologies

RESOLVED
CUS17/015

Crs Mayor Kircher / Cr Perkins
"That the Committee accepts an apology for lateness from Cr Wollstein."

CARRIED

1. Confirmation of Meeting Minutes

RESOLVED
CUS17/016

Crs Perkins / Mayor Kircher
"That the Customer Services Committee confirms meeting minutes for 7 June 2017."

CARRIED

2. Easter Sunday Shop Trading in the Waitaki District

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.

RESOLVED
CUS17/017

Mayor Kircher / Cr Perkins
"That the Customer Services Committee recommends that Council:
1. Commence a review on the need for an Easter Sunday Trading Policy in the Waitaki District

Cr Dawson left the meeting at 12.10pm, and returned at 12.24pm.

RESOLVED
CUS17/018

Mayor Kircher / Cr Percival

"That the Customer Services Committee recommends to Council:
That consultation is a one-step process asking community what it wants for
our Easter Trading:

CARRIED
AGAINST: Crs Perkins and Holding

Mayor Kircher left the meeting at 12.24pm, and returned at 12.27pm.
Cr Percival left the meeting at 12.27pm, and returned at 12.30pm.

3. Customer Services Group Activity Report – Period Ending 7 July 2017

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

RESOLVED
CUS17/019

Crs Dawson / Perkins

"That the Customer Services Committee receives the information."

CARRIED

There being no further business, the Chairperson declared the meeting closed at 12.34 pm.

Confirmed on this 30th day of August 2017, in the Whitestone Cheese Empire Room of the Oamaru
Opera House, 94 Thames Street, Oamaru.

Chairperson

Customer Services Committee Report

From Policy and Communications Manager

Date 30 August 2017

Annual Residents Survey 2016/17

Recommendations

The Customer Services Committee recommends:

"That Council:

1. Receives the 2016/17 Annual Residents Survey Report
2. Notes that the survey results provide an input for completing the 2016/17 Annual Report, scheduled for Council approval on 25 October
3. Notes that the 2016/17 Annual Residents Survey Report is posted on Council's website."

Purpose of the Report

The purpose of this report is to provide Councillors with the 2016/17 Residents Survey and make it publicly available.

Summary of Decision Making Criteria

This report requires no decision of Council. The Residents Survey provides information that assists the community to understand Council's service performance, and may also inform future decisions of Council about services and policy.

Background

The 2016/17 Residents Survey is part of a range of activities the Council completes to provide information about performance and service delivery agreed in the Long Term Plan. The results are audited as part of the 2016/17 Annual Report, which is scheduled for Council approval on 25 October 2017. The survey also assists Council's understanding of the community it serves and helps inform future decisions about services and policy.

In past years, the Residents Survey has been undertaken at the end of the financial year (July), with the full sample size (400) being surveyed over a two-week period. This year, 100 residents were surveyed each quarter, to build the full sample size. The main reason for this change was to improve the reliability of the survey result through being more reflective of satisfaction throughout the year, as opposed to satisfaction across a two-week period in June.

Data collection was managed to quota targets by age, ward and ethnicity. Following data collection, the sample has been weighted so that it is aligned with known population distributions as contained in the Census 2013. At an aggregate level, the sample has an expected 95% confidence interval (margin of error) of +/-4.9%.

The third quarter results were reported to Council in June and the final report presents a very similar picture.

Survey Result

The Executive Summary for the Waitaki District Council Annual Residents Survey is provided in Attachment 1 of this report. The full survey report is provided separately in both the Council Dropbox within the EM Training & Induction folder, and the Council website.

The following points provide a high-level view of the survey results, including:

- Waitaki District residents are generally satisfied with the various services, infrastructure and facilities that are provided and maintained by Council, with the percentage of satisfied residents remaining at similar levels to those obtained in 2016.
- Overall, Waitaki District residents were satisfied with many of the district's amenities, with satisfaction being particularly high for Oamaru Opera House, Libraries and the Aquatic Centre.
- Satisfaction results for Waste Services (landfills and transfer stations) indicates that over half of the community possibly do not know about this service.

- While satisfaction with services and facilities has been maintained, there has been a drop in residents recognising that rates represent value for money. This has an impact on overall perceptions of performance and reputation.
- The Waitaki District Council has a particularly strong reputation profile, with 58% of residents classified as 'Champions' having a positive emotional connection and recognising that Council is doing a good job.
- The Waitaki District Council has an overall reputation benchmark score of 80, where results above 80 are considered to be 'excellent'. There is a marked difference in the results between Oamaru and rural wards, with the latter being lower.
- Satisfaction levels with Council consultation with the community remains stable, albeit nearly half of respondents either 'didn't know' or were ambivalent about this activity. Satisfaction ratings for the elected representatives, including community boards, were also affected in a similar way.

Conclusion

The Residents Survey provides a means for the community to report on the levels of service provided by Council. The results of the survey can be used to inform future decisions by Council about services and activities, including priorities for the 2018-28 Long Term Plan. A summary of the report will be put on Council's website.



Mike Roesler
Policy and Communications Manager



Lisa Baillie
Customer Services Group Manager

Attachment 1 – Executive Summary (from the full report)

Attachment 1 – Executive Summary (from the full report)



Annual Residents Survey (NZCPM)
Report | July 2017



Executive summary

- 1 The Waitaki District Council has maintained a particularly strong reputation profile with 58% of residents classified as 'Champions', having a positive emotional connection and recognising that Council is doing a good job. The overall benchmark reputation score is 80 where results above 80 are considered to be 'excellent'
- 2 Waitaki District residents are generally satisfied with the various services, infrastructure, facilities and amenities that are provided and maintained by Council, with the percentage of satisfied residents remaining at similar levels as obtained in 2016
- 3 While satisfaction with services and facilities is high, residents are not recognising that rates represent value for money or the quality of Council's financial management. Value for money has a high impact on overall perceptions and demonstrating value, and quality of financial management has potential to improve overall perceptions of reputation
- 4 Lower resident satisfaction remains in specific activities including, the Roding Network and largely reflects fundamental challenges linked to available funding, community expectations and use of the network
- 5 Satisfaction levels with Council community consultation remains stable with the overall result influenced by a high 'don't know' component. In addition dissatisfaction is higher for consultation with the rural communities
- 6 Satisfaction with the Mayor and Councillor performance has decreased which could be explained by a similar increase in the 'don't know' component. Satisfaction with the Community Boards remains stable with the overall result also influenced by a significant 'don't know' component
- 7 Waste Services (landfills and transfer stations) is another activity where the low satisfaction level is heavily influenced by the 'don't know' component

Customer Services Committee Memorandum

From Customer Services Group Manager

Date 30 August 2017

Customer Services Group Activity Report for the period 6 July to 16 August 2017

Recommendation

That the Customer Services Committee receives the information.

Summary and Purpose

The purpose of this memorandum is to inform the Committee about the activities of the Customer Services Group, for the period 6 July to 16 August 2017. 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 to this Committee, with attendance from the relevant Group Manager.

1. Customer Services Group General

1.1. Customer Requests (CRMs)

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: Rhonda Hopkins commenced in this position on 31 July 2017.

Corporate Policy Planner: Laura Wylie has recently resigned from this position. The recruitment and selection process is now underway to fill this vacancy.

1.3. Financial Performance

All units have operated at or better than budget during this period, resulting in a surplus position at year-end. As well as a focus on efficiencies, this surplus has also been due to a number of anomalies in some units. For example, Customer Services Group Manager expenses were not incurred due to the interim restructure; Emergency Services Group restructure at a regional level; Planning reaching a significant surplus due to expected spending in District Planning not being incurred during this period (although this is likely in the next financial year); Policy underspend related to employment vacancies now filled; and Regulatory expenditure underspend which is being carried over to the regulatory project in the next financial period.

2. Customer Contact

2.1. Customer Requests and Service Performance

2.1.1. Customer Requests

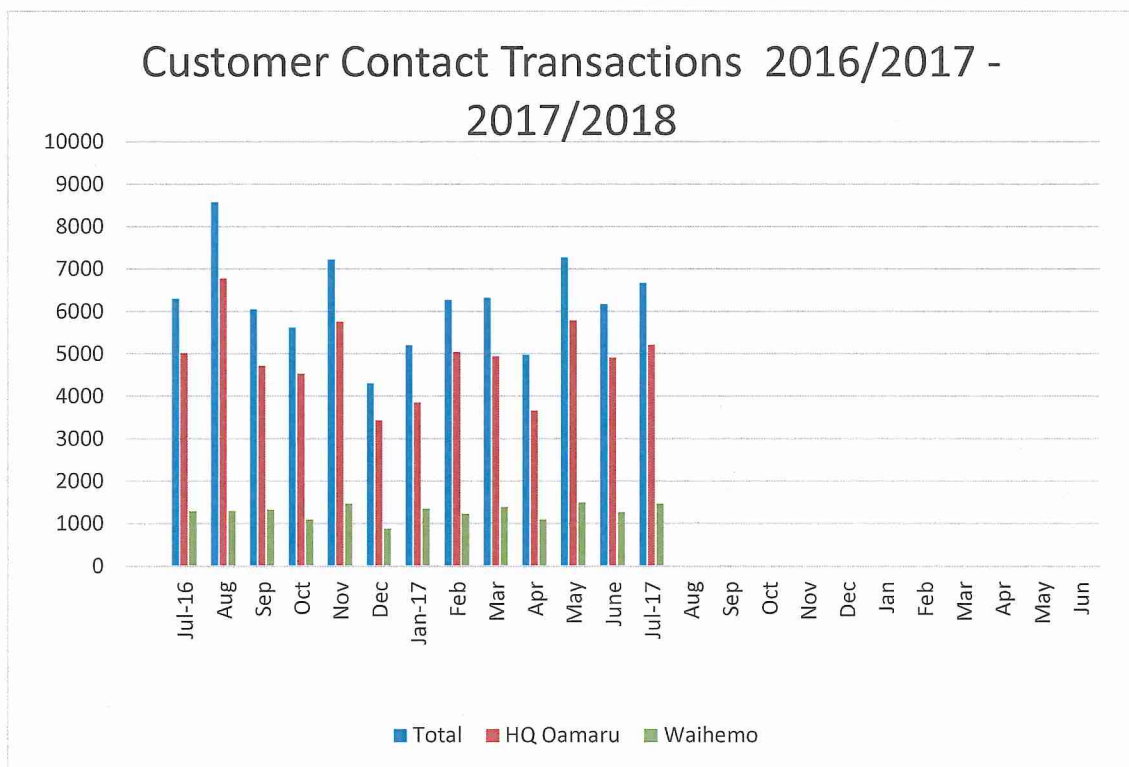
- The Customer Contact Team (CCT) continues to proactively look at CRMs coming up to due/overdue, with a view to reducing the fail rate and increasing the success percentage (ongoing).
- Officers are planning activities to pursue the Customer Service Excellence Strategy target of 95% resolution rate 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: 324 for the three-month period May, June and July 2016, 329 for the three-month period May, June and July 2017 (up 1.52% on the previous year). Overall, 2015/2016 – 1071. In 2016/2017 – 1225 (up 12.57% on the previous year).
- Continuous Process Improvement:
 - With the introduction of process mapping tools, CCT is 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 is 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	July 2017	July 2016
Total transactions (calls, counter and emails)	6672	6301
Average transactions/person/day HQ	56.78	54.25
Average transactions/person/day WSC(incl library)	38.04	35.67
Abandoned calls percentage over 30 seconds	1.48	1.27



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 and Communications

2.1. Planning and Reporting, and Governance

- **Long Term Plan (LTP) 2018-28:** Managers began high-level reviews of service provision (Group Activity Reviews). Progress is being made on preparing a draft 30 Year Infrastructure Strategy. Detailed planning is underway to implement financial system improvements. A 16 August Councillor workshop to consider community engagement was completed, with staff now preparing a detailed plan. All of this work will support Councillors in the consideration of the LTP matters in the 2nd quarter.
- **Annual Report 2016/17:** Preparing non-financial reporting.
- **Residents Survey 2016/17:** Working with Key Research to finalise the survey results and report.
- **Governance services:** successfully implemented the meeting schedule; implemented the latest Remuneration Authority Determination.

2.2 Communications

- **General Bylaw:** Submissions compiled for Council consideration.
- **Media Enquiries:** Nine media enquiries were received for July relating to winter road conditions, impacts of the recent floods, unsafe headstones and the Palmerston town clock.
- **Media Releases:** Eleven media releases were issued for June – extra spending on roads, CFDP film competition, new recycling bins, coastal rock protection, canoe water polo championships, flood response and damage, additional funding for Observatory retirement village, and surveying district's elderly population.
- **Easter Sunday Shop Trading:** consultation document and communication plan drafted for Council consideration.
- **2018-28 Long Term Plan:** Preliminary discussions on community engagement.
- **Website/Information Management:**
 - **July flood event:** The Council website was used as the major communication tool during the event to keep our community informed. The website and the Facebook page were kept up-to date with the state of emergency information, road closures, and water notices. Statistics have shown that our website had 9,271 visits during the event (21 – 23 July), and that the majority of website visitors (55.91%) used mobile phones as their access tool.
 - New information published on Council's website includes Public Toilets, Community Grants and Awards, Community Boards, and Oamaru Harbour Development.
 - Ongoing refinement and update of established website content with the unit content owners.
- **Website Analytics:**
The updated Website analytics for the latest period are included in Appendix 1 of this report.
- **Systems and Process Improvement:**
 - Governance services – work on formalising the business processes associated with this service nears completion. This work lays a foundation for service continuity and improvement.
 - System to manage consultation feedback – progress stalled due to other work priorities. Expected to be back on track over September.

2.3 Policy

- **General Bylaw Review:** 2 August Council Meeting considered all submissions to the Bylaw Proposal. Staff now preparing a paper for the 30 August Councillor workshop to consider final changes before 11 October Committee approval and submission to the Minister of Conservation. Final Council approval – 6 December.
- **Easter Sunday Shop Trading:** 2 August Council Meeting considered revised committee recommendations. A proposal and consultation material are now being prepared for the 13 September Council meeting. The request for a survey as part of the consultation was also investigated and reported to the Mayor for further consideration.
- **Electoral Representation Review:** 16 August Councillor workshop provided direction on voting method and Maori representation.

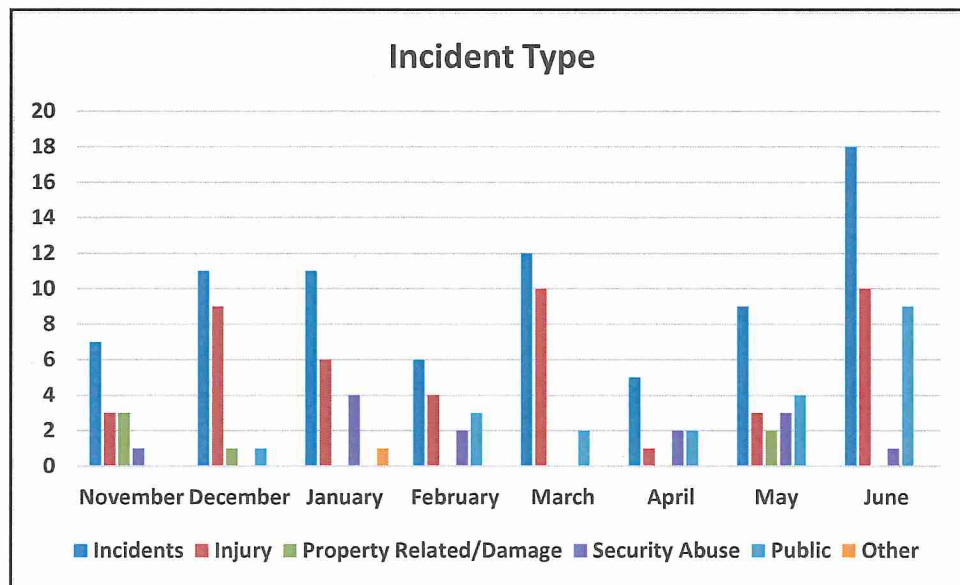
3. Health, Safety and Wellbeing

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
May 2017	9	2
June 2017	18	0
2016/2017 Year to Date (including current period)	105	14

* 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 May there were 9 incidents, 4 of which also involved the public, (1 public also involved abuse and 1 public was also an injury), 2 abuse/security incidents (1 involved the public and 1 property damage police called), 2 property incidents (1 involved police), 3 injury/illness (1 involved the public)

	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
May 2017	0	0
June	0	0
2016/2017 Year to Date (including current period)	1	0

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

Public Incidents May/June (many minor incidents):

- Man tried to grab a young boy at the harbour playground; police were called
- Child bumped into low shelving at library
- Child cut foot on rock at pool
- Child hit head coming down slide
- Customer walked into handrail at pool
- Member of the public slipped on slippery ground at Fenwick Car Park – broken ankle
- Customer collided with another swimmer in the pool
- Child hit back of neck on pool edge
- Boy dived into inflatable; got trapped – rescued; inflatable being replaced
- Customer walked into returns bin at library
- Child walked into door at pool
- Child pinched finger in gate at pool
- Customer cut foot in spa; cover not securely in place at bottom of spa – now fixed

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
May 2017	23	0	1	2	8
June 2017	6	4	4	0	5

Inductions May/June: 14 contractors, 9 staff and 6 volunteers

Audits May: 2 Workplace Inspections

Training June: 1 First Aid Refresher, 1 Representation Review Forum, 2 Standing Orders Workshop

- Hazardous Substances review underway, to ensure compliance with the new Health and Safety at Work (Hazardous Substances Regulations) 2017

Hazards Reported May/June:

- Manual handling hazard – files stored too low. Remedy – files stored higher.
- Nail in floor sticking up. Remedy – nail removed.
- Strong smell of toner while printing large volumes. Remedy – large volumes of printing to be done in printing room.

Health and Safety General:

- 21 Workstation reviews for new and existing staff
- Presentation on Due Diligence to Waihemo and Ahuriri Community Boards
- Presentations to Staff on Management of Stress in the Workplace
- Health and Safety Differently Masterclass attended – a new way of thinking
- Stress Policy reviewed and updated
- Change to the Approval Process of contractors to Sitewise Pre-Qualification underway - letters and advertising to be completed. Workshops on assisting contractors to become Sitewise approved are organised for September
- January – June Analysis of Incidents data is attached to this report for information

4. Regulatory Services

4.2. Service Performance

• Building

- Regulatory staff became involved with flooding event that occurred in July. This involved 17 inspections on properties that were damaged as a result of land slips. A further 10 inspections were required as a result of storm-water creating basement flooding and flooding to other properties. This took one building Control Officer out of normal BCA work for approximately one week. It highlighted property owners' responsibilities in maintaining their storm-water disposal systems.
- Stage two of the retirement village build has been approved. In addition to this, a further 18 villas are to be consented before Christmas 2018.

Building Consents as at 31 July 2017 (refer graph below):

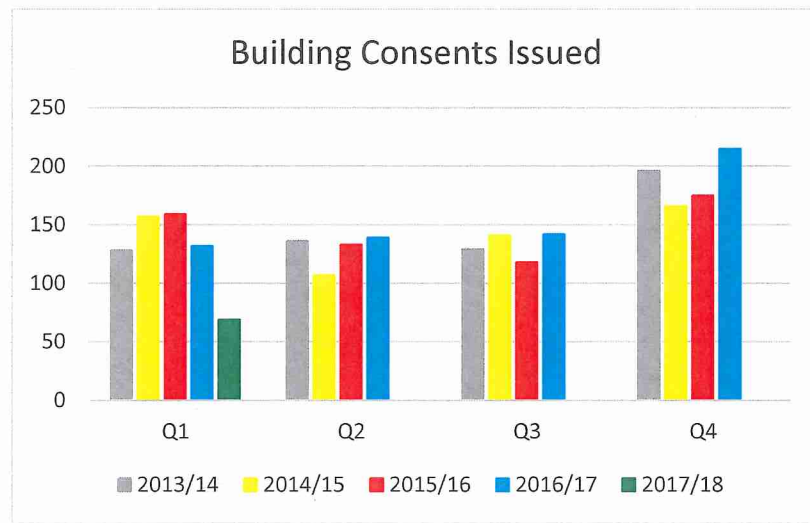


Figure 1 - Building Consents Issued by Quarter – 2012/13 to 2017/18

Year to date, 69 consents have been approved. 91.3% have been processed within 20 working days, with an average number of days to process at 16 days. This compares with 41 consents approved at the same time last year, to the same percentage but with less average days (11.1).

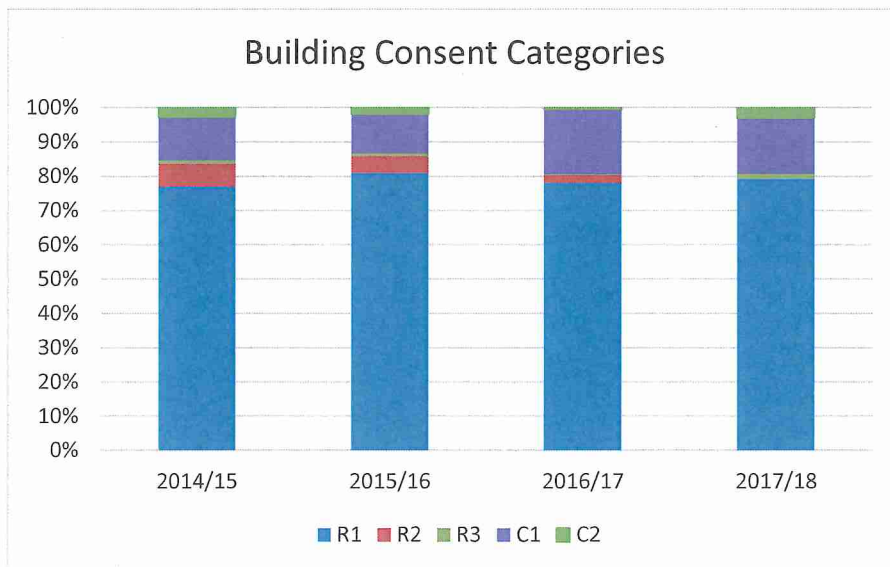


Figure 2 – Building Consent Categories 2014/15-2017/18

Environmental Health

- **Environmental Health:** 60 annual renewal notices for Health Act premise and 103 Food premise renewals were sent out during July. Of the 103 food premises, 70 will need to transition over to the Food Act by 1 December 2017.

Enforcement and Compliance

- **Animal Control:** Review of animal control service delivery model has been started, with the aim of recommending a future model.
- At time of writing this report, 5050 of the 5426 known dogs in the district have been registered (registrations were due 1 July 2017).
- Enforcement action will commence from the beginning of September for the remaining owners who have failed to register. Priority will be given to the owners of dangerous and menacing dogs.
- **Freedom Camping:** Winter months have seen a decline in visitor freedom camping contrary to the Bylaw. Monitoring and enforcement has been scaled back accordingly. Regulatory options for the coming season will be explored further through the Council workshop on 30 August.
- **Illegal Dumping:** Regulatory Services has not seen an increase in illegal dumping, and complaints fluctuate. There has been some recent success, however, with two offenders identified and fined. Officers are now exploring options for covert monitoring of identified 'hot-spots'. Deterrent signs are also being designed.
- **Building Infringement:** Ongoing non-compliance with a Notice to Fix has resulted in an infringement being issued to a property owner.
- **Other:** Two members of the team are close to completing the New Zealand Certificate in Regulatory Compliance – Level 3. They will support the wider team to obtain certification in the future.
- **CRM Activity:** Eight CRMs (all related to building activity) are overdue. All of these are under action.

4.3. Regulatory Business Case Outstanding CCC Project

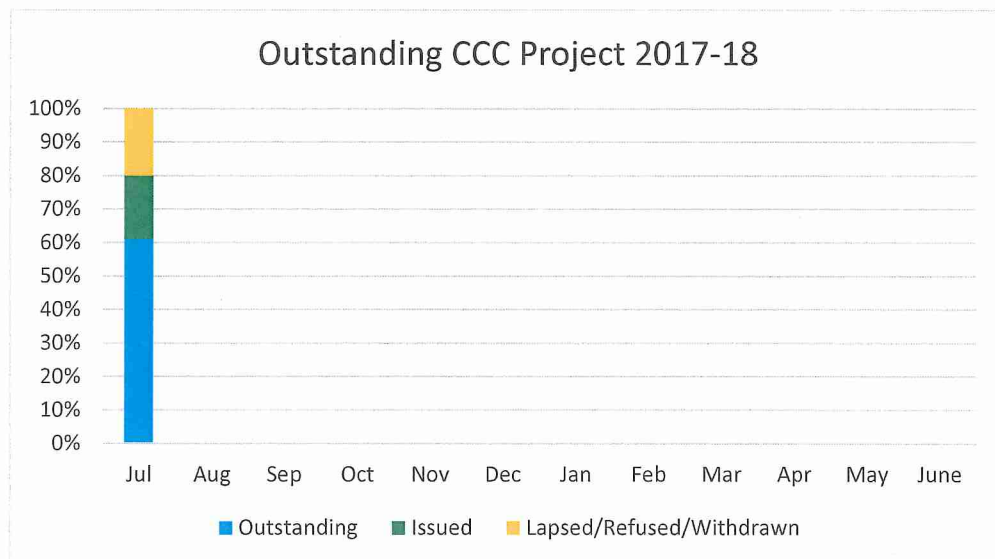


Figure 5 – Outstanding Code Compliance Certificates

A further 22 decisions were progressed, with 16 issued and 6 refused. Where customers are not keen to pursue a CCC or have been slow to progress, we will be refusing the CCC in the future. Customers are still able to request that a CCC be considered at a later date.

Recruitment: Interviews for the Building Control Officer and Territorial Authority (TA) Officer were held last week and reference checks are underway. Interviews for the Building Services Manager will be held next week.

Compliance Schedule Project: A start will be made on this project as soon as the TA Officer is appointed. In the meantime, efforts are focused on ensuring that any new compliance schedules meet the Building Act standard.

Policy

Building (Pools) Amendment Act: Information Services has explored options to identify pools in the district. There is a cost to the programme which will be considered 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 Regulation expires at the end of this month.

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

District Licensing Committee Appointment: DLC appointments have been confirmed by Council. Al Lawn has been asked for ideas on the provision of options enabling all members to contribute to the committee. Dates for a workshop discussion and some DLC training will be identified with him in the next few weeks.

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

- Previously non-notified resource consents were 20 working days
- 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 being rolled out by the Ministry for the Environment.

- 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 16 August, 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
14.06.17	Land Use	Boundary adjustment held in CT OT15C/346 and OT15C/345 Township Zone	114 Haven Street Moeraki	20	13
30.05.17	Land Use	Subdivide Pt Lot 1DP 12217 into 2 lots in residential Zone	4 Whitehaven Street Weston	20	13
19.06.17	Land Use	Cabin extension infringing the 1.6m setback in the Residential Zone	60 Tyne Street Oamaru	20	10
13.06.17	Land Use	Build dwelling within internal setback and Road in Rural Res Zone	83 Ardgowan Road	20	7
6.06.17	Land Use	Earthworks for a 1000m ³ effluent storage tank in RG Zone	115-138 MacDonald's Road Papakaio	20	3
1.06.17	Subdivision	Earthworks for numerous chicken houses and tracks in RG Zone	Bowalley Road Herbert	20	9
23.05.17	Land Use	Build shearing shed within 20metre setback in RG Zone	Dunback-Morrisons Road Dunback	20	10
1.06.17	Subdivision	Sect 127 Change condition#1 original plans of 2 tents to 10sq metre permanent cabins in RG Zone	161 Domett Road Otiake	20	5
14.06.17	Subdivision	Sect 127 Change Condition 1 plan and Condition 12 Landscaping	1 Industrial Place Oamaru	20	5
30.06.17	Land Use	Outline Plan waiver for Designation 139 – Oamaru Airport Zone		20	9
28.06.17	Land Use	Subdivide 1 DP 4710 and amalgamate with Lot 2 DP 4710 in Res Zone	Ronaldsay Street Palmerston	20	11
15.06.17	Land Use	Subdivide into 2 lots and land use for site coverage in the Res Zone	34 Exe Street Oamaru	20	18
4.07.17	Land Use	Construction of residential Dwelling within setback in Res Zone	4 Sunset Place Otematata	20	15

28.06.17	Land Use	Siting of two 12m ² containers/buildings in the Business Heritage Zone		20	14
21.06.17	Land Use	Sight Distance infringement for vehicle access in Rural General Zone	1540 Horse Range Road Palmerston	20	16
15.06.17	Land Use	Lock up shed (service activity) in Residential Zone	27 College Street Oamaru	20	14
4.05.17	Subdivision	Visitor accommodation in Residential Zone	52 Ahuriri Drive Omarama	60	48
24.02.17	Land Use	Parking shortfall and sale of commercial retail goods in Heritage Railway Station in Business 3 Zone	43A Humber Street Oamaru	20	19

5.4. Projects

Planning Unit and Priority	Project	Comment
1	Recruitment	The recruitment process for the new Planning Manager is complete. Hamish Barrell will commence on 11 September.



Lisa Baillie
Customer Services Group Manager

Attachments

Appendix 1: Website Performance Report: 7 July 2017 – 16 August 2017
Appendix 2: Analysis of Waitaki District Council Incidents January – June 2017

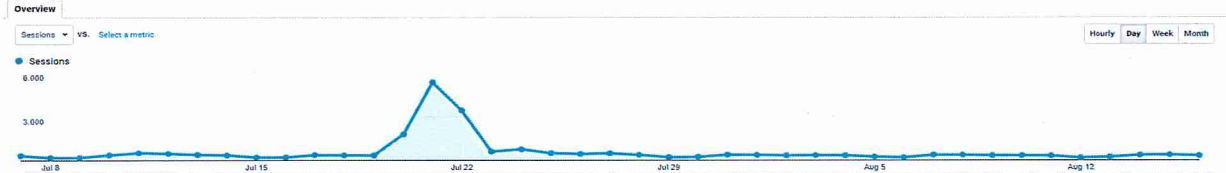
Appendix 1 Website Performance Report for period 7 July 2017 – 16 August 2017

Council website key analytics

Here are the key analytics with the change compared to 27 May 2017 – 6 July 2017

- 23,700 visits (+90.79%)
- 82,140 page views (+45.51%)
- 14,821 unique (different) visitors (+96.83%)
- 940 hours spent online (+54.9%)

Daily visits to the Council website



The surge in traffic during 21 - 23 July can be attributed to the flood event happening on those days.

Popular content pages

Top pages	Page views (Compared to 27 May 2017 – 6 July 2017)
Road conditions	1,654.58% ↑
Civil Defence	-
Property and rating search	0.3% ↑
Cemetery records search	-18.84%
Water Notices	5,426.09 ↑
Careers	31.33% ↑
Council Offices and Contacts	4.94 % ↑
Current District Plan maps	13.57% ↑
A-Z Services	30.95 % ↑
Aquatic Centre	1.74% ↑

Water Notices and Road Conditions were very popular content with the community due to the last month flood event. Traffic for job vacancies has risen as Council had a number of job advertisements in the newspaper.

Popular search terms

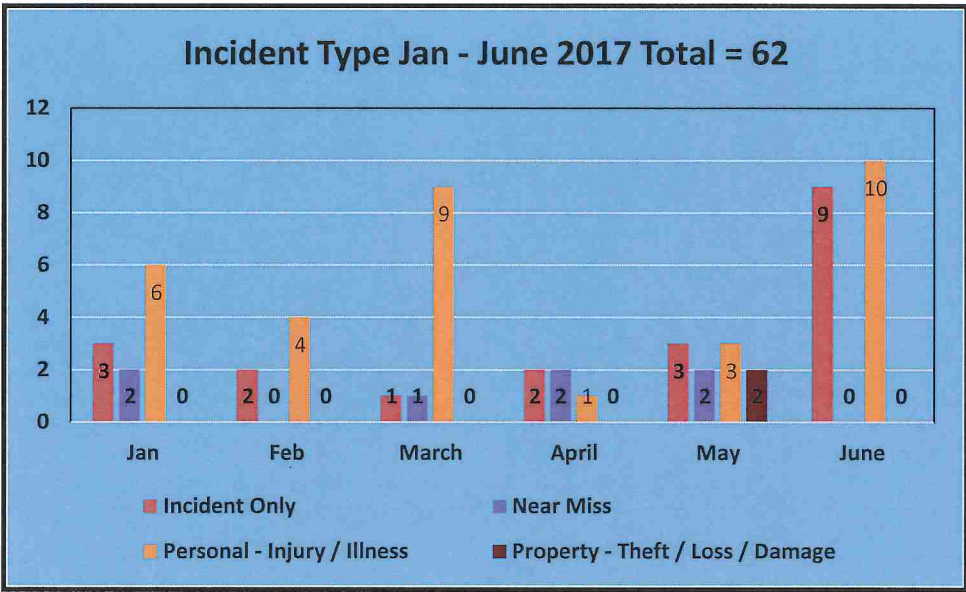
7 July 2017 – 16 August 2017	27 May 2017 – 6 July 2017
Road closures	Rates
Rates	District Plan
District Plan	Jobs
Maps	News
Palmerston	Building consent
Vacancies	Vacancies
Dog registration	GIS
Jobs	Sewerage
Lim	Cemeteries
Building consent	Dog

Spotlight hyperlinks have also been created on the Home page for Rates, Road Conditions, and Maps information.

Appendix 2 Analysis of Waitaki District Council Incidents: January – June 2017

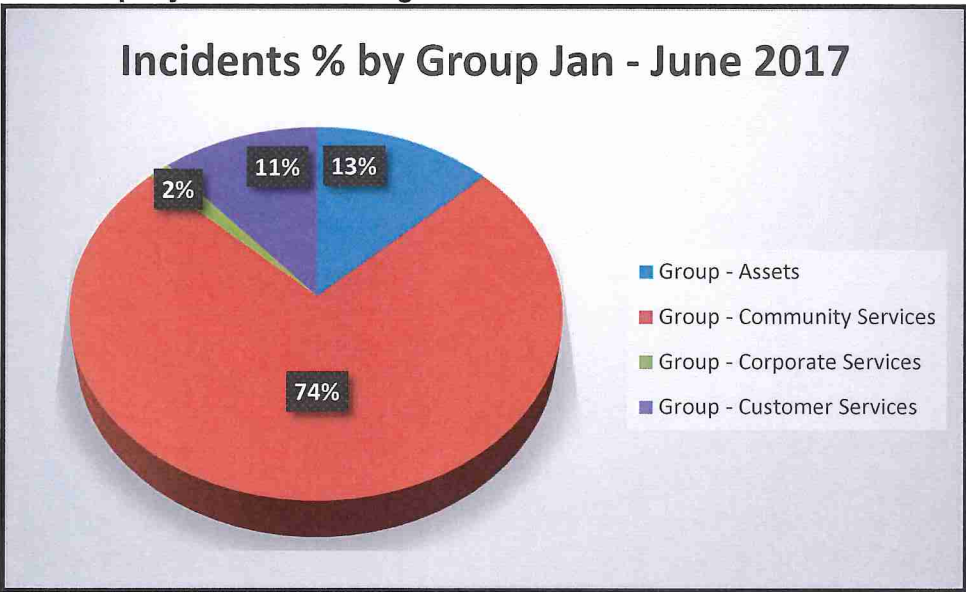
	2016	2017 (Jan – June)
Total number of staff incidents	64	62
Notifiable	Nil	1 (Public) 1 (Contractor)
Lost Time Injury	1	0
Near Misses	14	7
Members of the public	17	18
Contractors (in addition to staff incidents)	61	87

Table 1

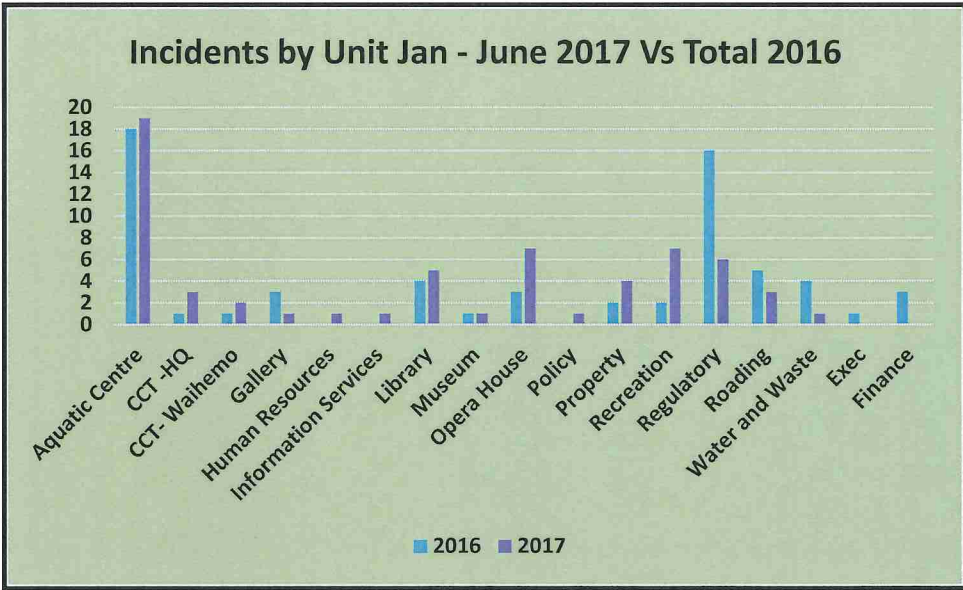


Graph 1

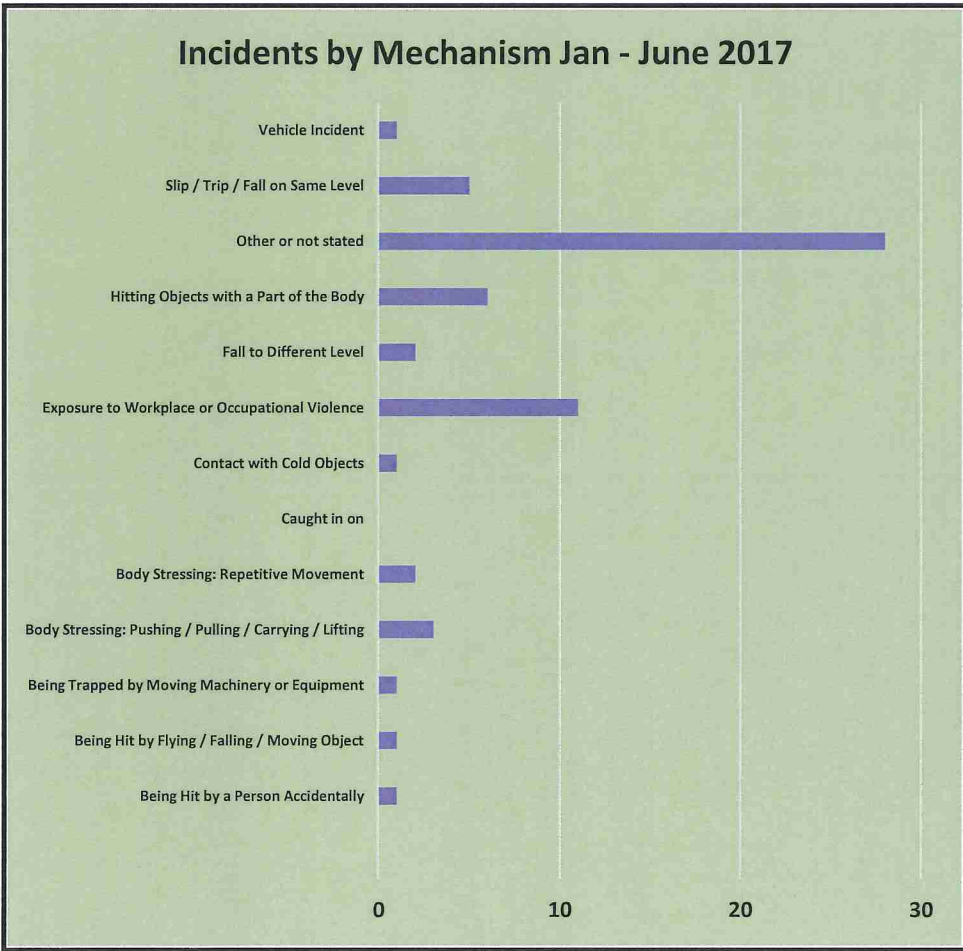
Incident only = 20
 Personal Injury/Illness = 33
 Near Miss = 7
 Property theft/Loss/Damage = 2



Graph 2

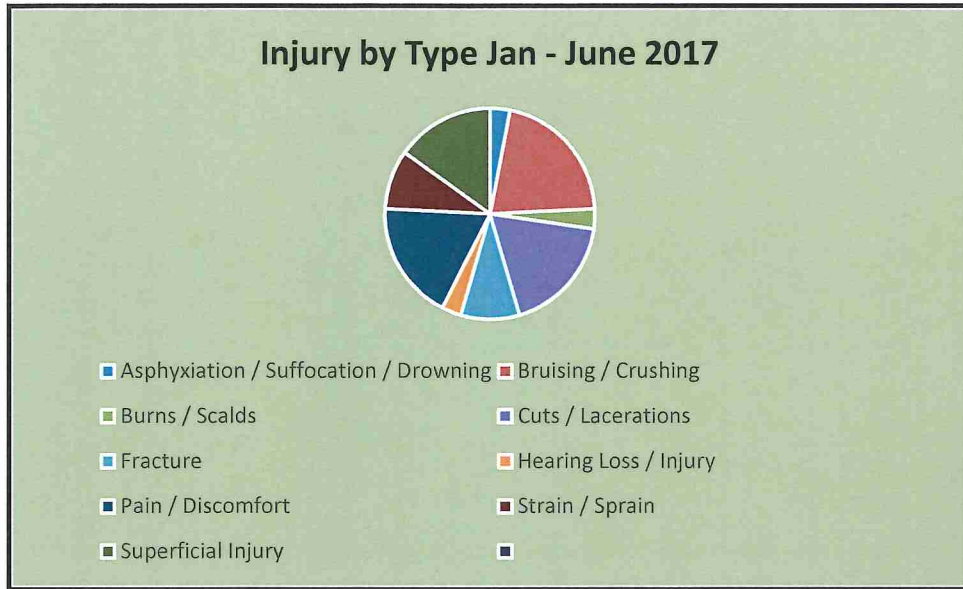


Graph 3



Graph 4

Special note: Of the 62 incidents reported, 11 involved abuse (refer exposure to workplace and occupational violence), one of which resulted in a personal injury to a staff member.



Graph 5

Significant trends

The total number of staff incidents reported has increased significantly. We have had nearly the same amount of incidents reported for the first half of this year as was reported for all of 2016. So far this year, vehicle-related incidents (refer Graph 4) have been very low. We are almost certainly starting to see the benefit of defensive driving lessons for field staff and an increase in general awareness. This is significant as driving, has been identified as one of WDC’s critical risks.

Bruising and crushing, pain and discomfort, cuts and lacerations, and superficial injuries feature prominently as injury types (refer Graph 5). Approximately one-third of all incidents also involve the public (refer Table 1). This has a direct impact on the numbers reported by community services as indicative of the continual interaction with the public. Investigations have identified a common theme, namely that there is decreased general awareness of the task at hand and its potential risks for both staff and the public. This can be improved by encouraging staff to continue to carry out a personal risk assessment prior to starting a task, as recommended following the 2016 incident analysis.

This year, there is a spread of incidents across most units. However, the Aquatics Centre continues to record the highest number of incidents for staff and the public. Again, the focuses required to reduce the number of incidents are (a) an increased uptake on carrying out personal risk assessments; (b) being more aware of the task at hand and associated risks; and (c) taking the time to do the task safely.

There were no lost-time injuries reported for the year to date, which is often a direct result of the more minor incidents being reported. Reporting minor incidents raises awareness and continued improvement to prevent further incidents of this nature occurring that could result in lost-time injuries.

Exposure to workplace abuse/harassment continues to be a trend being experienced by our staff (refer Graph 4). Around 15% percent of all incidents reported have resulted from workplace harassment to staff. This is an increasing trend, and we need to ensure that our staff continue to be trained in how to de-escalate such incidents and, where possible, to not work alone, especially if a person is known to exhibit this type of behaviour towards staff. A focus on reporting workplace harassment has occurred, to ensure that we are able to provide the necessary training and protection for our staff where required.

Contractors

Contractor incident reporting continues to increase. Of the 87 incidents reported, Southroads again recorded the highest number, mainly due to the fact it does provide accurate and up-to-date reporting and is one of our major contractors.

The main incident types included vehicle, slips and trips, manual handling activities, mobile plant and equipment.

Whitestone reported an incident to Worksafe – the roll-over of a 4 tonne excavator – although the staff member involved was not injured (notifiable event). No further action was taken by Worksafe.

15 Near misses were reported, which demonstrates the growing reporting culture amongst contractors.

Public Incidents

This year, 18 incidents have been reported, and these incidents continue to be well investigated and all corrective measures recorded.

The Aquatic Centre (minor - public) incidents totalled 70 from January to May. From June, the minor incidents were logged in Safehold (7) and are included as part of the 62 in total. The recreation team discusses all incidents at its monthly meetings and trends are identified. Controls are implemented where identified.

One member of the public slipped at the pool resulting in a fracture to their hip and subsequent admission to hospital. This incident was notified to Worksafe, even though it was not a result of work being carried out by staff. The reporting was precautionary only, and not a requirement under the Health and Safety at Work Act 2015.

Near Miss reporting

So far this year, we have seen a similar level in reporting near misses (14 in 2016 and 7 so far for 2017). 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.

Safehold (Health and Safety electronic database for reporting, recording and investigation of all incidents and hazards) was implemented in 2017 and rolled out to all of Council in June. We are already starting to see increased reporting of incidents and believe this is a result of staff not having to fill out forms but instead having the ability to go directly to the computer and log an incident within minutes. We may also see an increase in the reporting of near misses as this progresses.

Recommendations

1. Continue to develop our health and safety culture where staff encourage each other to work safely.
2. Continue to educate and encourage staff to carry out personal risk assessments across all departments which will lead to greater awareness of the task at hand, and therefore preventing injuries.
3. Continue to provide training to frontline staff on how to interact and manage difficult customers.
4. Continue to develop reporting from contractors and contractor managers.
5. Continue to develop reporting to Management and Governance to provide meaningful data to assist with increasing knowledge and to inform due diligence obligations.

Colleen Myers

Health and Safety Advisor

Safety by Choice not by Chance