



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 11 October 2017

MEMBERSHIP:

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

Mayor Kircher (ex Officio)
Cr Holding
Cr Perkins

Customer Services Committee Meeting

Wednesday 11 October 2017

Whitestone Cheese Empire Room of the Oamaru Opera House,
94 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****UNCONFIRMED Minutes of Customer Services Committee Meeting
Council Chamber, Council Headquarters, 20 Thames Street, Oamaru
on Wednesday 30 August 2017 at 10.30am**

Present	Cr Dawson (Acting Chairperson), Crs Percival (from 10.41am), Perkins, and Wollstein, Mayor Kircher
Apologies	Crs Tavendale, Holding
In Attendance	Cr Garvan Cr Hopkins Cr Kingan Cr Wheeler Mrs Baillie (Customer Services Group Manager) Mr Jorgensen (Acting Chief Executive) Dr Cloete (Community Services Group Manager) Mr Hope (Chief Financial Officer) Ms Hooper (Policy Officer – Governance)

Cr Percival was not present at the start of the meeting.

Declarations of Interest

There were no declarations of interest.

Apologies

RESOLVED
CUS17/020

Mayor Kircher / Cr Perkins
"That the Committee accepts apologies for absence from Cr Tavendale and Cr Holding."

CARRIED

1. Confirmation of Meeting Minutes

RESOLVED
CUS17/021

Cr Perkins / Mayor Kircher
"That the Customer Services Committee confirms meeting minutes for 19 July 2017, with one correction, namely:

- Cr Wollstein was an apology for absence, not lateness."

CARRIED

Cr Percival joined the meeting at 10.41am.

2. Annual Residents Survey 2016/17

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

RESOLVED
CUS17/022

Cr Wollstein / Cr Perkins

"That 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."

CARRIED

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

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.

RESOLVED
CUS17/023

Mayor Kircher / Cr Wollstein

"That the Customer Services Committee receives the information."

CARRIED

There being no further business, the Acting Chairperson declared the meeting closed at 11.05am.

Confirmed on this 11th day of October 2017 in the Whitestone Cheese Empire Room of the Oamaru Opera House, 94 Thames Street, Oamaru.

Chairperson

Customer Services Committee Report

From Enforcement Officer

Date 11 October 2017

Approval of Dog Control S10A Report 2017

Recommendations

The Customer Services Committee recommends:

That Council:

1. Adopts the report as required under section 10 A of the Dog Control Act 1996.
2. Makes the report available via its website and places advertisements in appropriate newspapers to confirm the report is available.
3. Notes that, once adopted, the report is sent to the Secretary for Local Government.

Objective of the Decision

To meet our legislative requirements.

Summary

Territorial authorities must report on dog control and practices each year. The Act prescribes the content required and specifies under clause 4 that the territorial authority must also, within one month after adopting the report, send a copy of it to the Secretary for Local Government.

It is proposed that the report is adopted and that officers be requested to advertise its availability on Council's website.

Summary of Decision Making Criteria

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

Tristan Hope
Enforcement Officer



Lisa Baillie
Customer Services Group Manager

Attachment

Appendix 1: Dog Control S10A Report 2017

WAITAKI DISTRICT COUNCIL

DOG CONTROL – POLICY AND PRACTICES REPORT

1 July 2016 – 30 June 2017

Section 10A of the Dog Control Act 1996 (DCA) requires territorial authorities to publicly report each financial year on:

- The administration of their dog control policy and their dog control practices; and
- A variety of dog control related statistics

PART ONE – ADMINISTRATION OF POLICY AND DOG CONTROL PRACTICES

1) Dog Control in the District

The Waitaki District is a predominantly rural area that covers approximately 9000km² from Ohau to Macraes. Oamaru is the most populated town in the district.

In the 2016-17 registration year Waitaki District Council had 5525 dogs registered. The greatest number of those were in the working dog (2020 dogs) and selected owner (1719 dogs) categories.

Council's dog control service is carried out by an external contractor on a 24/7 basis. This coverage incorporates the Dog Control Act 1996, the Waitaki District Dog Control Policy and Bylaw.

Council Officers manage the annual dog registration process and also support our animal control officers when required.

2) Administration of Dog Control Practices and Policy

From the beginning of 2017, officers began to issue infringement warning notices to capture information on offences and help inform future enforcement or compliance action against those dog owners who might come to Council's attention again in the future. This practice is expected to help improve consistency with future decision making and may act as more of a deterrent where a warning is an appropriate way to deal with an issue. 24 such warnings were issued during the year, including nine relating to dangerous and menacing dogs. Of those nine, compliance was later achieved with eight owners. Officers see this as an early indicator that the approach has merit.

Eight dog owners who were issued with infringement notices for failing to register dogs agreed to pay the infringement fee by making regular part payments. Those who qualified under our 'three strikes' process (explained below) had their outstanding registration fees paid from the infringement balance. This demonstrates some success with the approach as it assisted a

small proportion of dog owners who had become non-compliant to then comply with their obligations under the Act.

Three Strikes process

First offence:

- *Late payment of registration but registered prior to infringement being issued – no action*
- *Infringement issued – infringement paid and dog registered (from infringement fee). No additional registration fees.*

Second offence:

- *Infringement issued – infringement and dog registration fees must be paid*

Third offence:

- *Infringement issued – infringement and dog registration fees must be paid. Dog will be seized at cost to dog owner and seizure fees applied in addition to registration and infringement costs. If unclaimed within seven days, the dog will be rehomed or destroyed if not suitable for rehoming.*

Unregistered dogs classified as dangerous or menacing, are seized at cost to the dog owner and seizure fees applied in addition to registration and infringement costs. If unclaimed within seven days the dog will be rehomed or destroyed if not suitable for rehoming. Irrespective of if it is a first or second offence.

During the year the Regulatory Services Unit, under which dog control activities are managed, undertook a detailed assessment of the contracted animal control services provided and whether updated performance indicators might align better with the purpose of the Act, Dog Control Bylaw and our Customer Excellence Charter.

To support Council's goals for animal control services a review was initiated of data collection and reporting requirements. It is hoped this will be progressed further during the 2017/18 registration year. The aim is to enhance the data recorded, enabling us to better track success and target identified issues more effectively through education and enforcement.

The key outcomes for dog management and control in the Waitaki District are:

- **There is responsible ownership of dogs across the District including compliance with dog owner obligations under the Dog Control Act.**
- **Opportunities are provided for dogs and their owners to exercise and recreate in public places.**
- **Conflicts between the general public, dogs, stock and animals and dog owners are minimised.**
- **Potential or actual danger, distress, intimidation and nuisance caused by dogs in the community are minimised.**
- **Council meets its statutory obligations for dog control and management under the Act.**

A downward trend in animal complaints received during the year may be an indicator that Council's dog control methodology is working well towards achieving desired outcomes.

There have been no changes to the 'lead only', 'prohibited' or 'dedicated dog exercise areas' currently managed.

3) Trends

Significantly, the number of higher risk dog offences/incidents has declined. There has also been a gradual decrease in dog attacks on people and animals and rushing dogs since the 2013-14 registration year. Correspondingly, calls for service to dog control officers appear to have decreased significantly.

There was a slight increase in the number of wandering dog and barking dog complaints, however the volume of recorded complaints in those categories tends to fluctuate annually.

The number of 'selected owners' in the district has remained fairly stable.

4) Dog Registration Fees

Council fees (inclusive of GST) for the 2016/2017 year were unchanged from the previous year:

Dog registration - base fee		70.00
Dog registration - category fees	Working dogs, per dog	21.00
	Non-working dogs, per dog	70.00
	Neutered non-working dog	56.00
	Selected owner dogs, per dog	28.00
	Farm pet dogs, per dog	21.00
	Probationary owner dogs	Base fee plus 50%
	Dangerous dogs	Base fee plus 50%
Late registration penalty		Base fee plus 50%
Note: Full dog registration fee (base fee) - plus the category fee		
Selected Owner/Multiple Dog Permit	Application and assessment	35.00
	Reassessment	20.00
Adoption Fee	Application and assessment	165.00
Replacement tag		10.00
New tag	Dog from another district/Change of owner (For a dog that is currently registered)	No Fee
Dog Impounding	First offence - registered dog	50.00
	First offence - unregistered dog	120.00
	Second offence	100.00
	Third offence	135.00
	Seizure and custody	65.00
	Sustenance per day	15.00
	Destruction fee	60.00

PART TWO – STATISTICAL INFORMATION 2016-2017**INFRINGEMENTS/HEARINGS/PROSECUTIONS**

Offence	Status	
Failed to comply with effects of disqualification	Animal Control - Warning Only Issued	1
Failed to comply with effects of classification of dog as menacing dog	Animal Control - Warning Only Issued	3
	Animal Control Withdrawn	2
	Dog Infringement Paid	1
	Dogs At Court	1
Failed to implant microchip transponder in dog	Animal Control - Warning Only Issued	9
Failed to keep dog controlled or confined	Animal Control - Warning Only Issued	8
	Animal Control Withdrawn	2
	Dog Infringement Paid	4
	Dogs At Court	6
Failed to keep dog under control	Dogs Reminder Issued	1
Failed to register a dog	Animal Control - Warning Only Issued	3
	Animal Control Withdrawn	8
	Dog Infringement Paid	10
	Dogs At Court	35
	Dogs write-off	1
Total		95

Council did not prosecute any offences against the Act during the year.

Current Dogs under Section 31 (a) & (b)

BREED	CLASSIFICATION	No.
Collie, Border / Retriever, Labrador	DANGEROUS	1
Retriever, Labrador	DANGEROUS	1
Terrier, American Pit Bull	DANGEROUS	2
Terrier, Bull / Mastiff, Bull	DANGEROUS	1
Terrier, Staffordshire Bull / Terrier, American Pit Bull	DANGEROUS	1
Total		6

Current Dogs under Section 33 A

BREED	CLASSIFICATION	No.
Mastiff, Bull	MENACING	1
Retriever, Labrador / Collie, Bearded	MENACING	1
Retriever, Labrador / Terrier, Staffordshire Bull	MENACING	1
Rhodesian Ridgeback / Terrier, American Pit Bull	MENACING	1
Shar Pei / Terrier, Staffordshire Bull	MENACING	1
Terrier, Jack Russell	MENACING	1
Terrier, Staffordshire Bull	MENACING	1
Terrier, Staffordshire Bull / Cross	MENACING	4
Total		11

Current Dogs under Section 33 C

BREED	CLASSIFICATION	No.
Terrier, American Pit Bull	MENACING	10
Terrier, American Pit Bull / Cross	MENACING	1
Terrier, American Pit Bull / Terrier, Staffordshire Bull	MENACING	1
Terrier, Staffordshire Bull / Cross	MENACING	1
Terrier, Staffordshire Bull / Terrier, American Pit Bull	MENACING	1
Total		14

PROBATIONARY/DISQUALIFIED OWNERS

Probationary owner	0
Disqualified owner	1

IMPOUNDED DOGS

Impounded	65
Euthanised	9

Dog Complaints

	2015-16	2016-17
Call outs		
Animal Welfare	59	29
Barking dogs	174	186
Wandering Dogs	219	241
Lost & Found dogs	413	324
Rushing Dogs	38	25
Stock/domestic animal attacked	24	19
People attacks	11	8
Bylaw Breaches	12	12
Total	950	844
% decline in complaints		-11.16

Customer Services Committee Report

From Customer Services Group Manager

Date 11 October 2017

Draft Waitaki District General Bylaw 2017 - changes resulting from consideration of submissions to become final

Recommendations

The Customer Services Committee recommends:

That Council:

1. Notes the changes to the Draft Waitaki District General Bylaw 2017 provided in Appendix 3;
2. Notes that the changes provided in Appendix 3 reflect Council consideration of and direction on public submissions received at the 9 August 2017 Extraordinary Council meeting;
3. Having regard to sections 155, 159 and 160 of the Local Government Act 2002 (the Act):
 - a. Agrees that the Waitaki District General Bylaw 2017 in its recommended form in Appendix 4 is considered the most appropriate and proportionate way of addressing 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. Revokes and replaces the Waitaki District Council General Bylaw 2006 with a new Bylaw; and
 - c. Agrees that the proposed Bylaw attached as Appendix 4 is the most appropriate form of bylaw; and
 - d. Agrees that the proposed Bylaw is consistent with the New Zealand Bill of Rights Act 1990 as the controls are reasonable and justifiable in the circumstances.
4. Adopts the Waitaki District General Bylaw 2017 (as set out in Appendix 4 and subject to the approval from the Minister of Conservation – Reserves section) to come into effect on 1 March 2018.

Summary

Council has implemented a robust process to review the Waitaki General Bylaw and now, having consulted with the community, is entering the final stage of deciding the new Bylaw.

Community feedback through the consultation process resulted in 'fine-tuning' changes that are now reflected in the Waitaki General Bylaw 2017 provided as Appendix 4. These changes are scheduled in Appendix 3.

Summary of Decision Making Criteria

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

Background

The Draft Waitaki District General Bylaw 2017 was consulted with the Waitaki community over the period 3 July to 3 August 2017. Thirty-one (31) written submissions were received and considered by the Council at the 9 August 2017 Extraordinary Council meeting and a subsequent workshop. Verbal presentation of submissions were invited, with three received. In addition, approximately thirty Facebook comments were also considered by Council.

Appendix 2 provides detailed analysis of the issues raised in the submissions. The key policy issues raised include:

RESPONSIBLE CAT OWNERSHIP AND CAT MANAGEMENT

- A request for Council's rationale for microchipping companion cats
- Microchipping and the effects on senses and the nervous system of cats affected by Wi-Fi, radio, TV, mobile phones, smart meter pulsing and other electric signals
- Recommendations that all companion cats should be microchipped, nationally registered, de-sexed and vaccinated (not just for multi-cat households)
- A request for clarification of Council's process around managing stray and feral cats, and cat colonies
- A suggestion for the definition of stray and feral cats to be included in the bylaw
- A suggestion for cat-free zones for new housing subdivisions and builds adjacent to reserves or ecologically sensitive areas, eg Moeraki peninsula
- Several calls for cat curfews at night
- Several recommendations for the keeping of less than three (3) companion cats per property (eg 1, or 2)
- A call to differentiate urban and rural properties for proposed maximum number of cats per property

KEEPING OF ANIMALS AND BIRDS IN URBAN AREAS

- A call for more prescriptive provisions, eg maximum numbers, conditions around keeping animals and birds within the bylaw.

KEEPING OF BEES IN URBAN AREAS

- A suggestion that a permit be required to keep all bees in urban areas to ensure biosecurity requirements are met

KEEPING OF ROOSTERS IN URBAN AREAS

- Seeking confirmation on how Council will contact existing owners of roosters in urban areas
- A concern around exemptions being available to keep roosters in urban areas for members of a club/society affiliated to national association (all roosters crow)

HEALTH PROTECTION – TATTOOISTS AND BEAUTICIANS

- A concern that the issue of public health protection (tattooists and beauticians) has not been addressed through a regulatory provision (eg the requirement to license premises).

Recommended changes to Draft Bylaw following consideration of submissions

Appendix 3 provides recommended changes to the draft Bylaw as consulted. The bylaw has been updated to reflect these changes (see Appendix 4) and is due to be adopted by Council following sign-off from the Minister of Conservation (Reserves section of bylaw). These changes resulted from the Customer Services Committees consideration of public submissions at a public hearing and a subsequent deliberations workshop.

At that workshop, officers provided additional background about a changing national direction on responsible cat ownership and how that relates to the Draft Waitaki District General Bylaw. The draft Bylaw provisions have increased the community's awareness around responsible cat ownership and cat management issues. Since their release for public comment, there has also been increasing discussion at the national level around responsible cat ownership and managing the cat population in general. There is some level of risk for Council that the introduction of new bylaw provisions may be superseded by national requirements. There are also financial implications for Council associated with introducing new and operationally untested regulation. Other non-regulatory (voluntary) approaches were also considered by Council as part of the review.

The recommended changes to the draft bylaw include:

- Additional provisions around the keeping of animals and birds (noting these provisions exclude the keeping of dogs and companion cats) requiring effective containment, and to ensure the welfare needs of animals have been met (change to clause 54);
- The requirement to obtain a permit from Council to keep up to two bee hives in an urban area (change to clause 62);
- Minor amendments to clauses 10 and 42 clarifying Council's powers to fine (on conviction) under the Health Act 1956 and the Reserves Act 1977.

Summary of Options Considered

Option 1 (Recommended) – Council approves all proposed changes.

Option 2 – Council approves some of the proposed changes.

Option 3 – Council determines additional changes.

Option 1 is recommended for the reasons set out in the report and its appendices.



Victoria van der Spek
Policy and Planning Consultant

Lisa Baillie
Customer Services Group Manager

Appendices

1. Additional decision-making considerations
2. Summary and analysis of key issues arising from consideration of submissions to Draft Waitaki District General Bylaw 2017
3. Proposed changes to Draft Waitaki District General Bylaw 2017 following submissions
4. Waitaki District General Bylaw 2017 (under separate cover)

Appendix 1: Additional Decision Making Considerations

The following matters have been considered in making the decisions.

Waitaki Community Outcomes

This project will contribute to the following community outcomes:

- We maintain the safest community we can
- We understand the diverse needs of our community

Policy and Plan Considerations

The Waitaki District General Bylaw 2017 is consistent with Council's bylaw making powers under the Local Government Act 2002 (LGA02) including:

- Protecting the public from nuisance;
- Protecting, promoting and maintaining public health and safety; and
- Minimising the potential for offensive behaviour in public places.

The Waitaki District General Bylaw 2017, in its recommended format, is consistent with the New Zealand Bill of Rights Act 1990 as the controls are reasonable and justifiable in the circumstances.

Legal

It is not a legal requirement for Council to have a General Bylaw. However, without a bylaw, Council has limited powers to protect persons using and trading in reserves and public places, and to minimise nuisance and maintain public health and safety associated with the keeping of animals, birds and bees. Council has a duty of care under the LGA02 to protect the health and safety of the local community and minimise other public nuisances.

Significance

An updated General Bylaw will provide the community and relevant agencies with certainty around how Council wishes to manage public health and safety and public nuisances.

Financial and Economic Considerations

The Bylaw will assist in Council decision-making and in setting levels of service which drive budgets.

Community Views and Consultation

The draft General Bylaw was consulted on with the community over a one-month period as required under the special consultative procedure of the LGA02. Submissions were considered, and a final format for the bylaw has been proposed for adoption by Council.

Environmental Considerations

There are no specific environmental considerations resulting from the development of the Bylaw.

Cultural and Community Board Considerations

There are no specific considerations resulting from a review of the General Bylaw. Iwi and Community Boards have had the opportunity to express their views as part of the submissions process.

Social Considerations

This Bylaw will affect social wellbeing.

Appendix 2: Summary and analysis of key issues arising from consideration of submissions to Draft Waitaki District General Bylaw 2017

Issue	Comments	Recommended change to Draft Waitaki District General Bylaw 2017
RESPONSIBLE CAT OWNERSHIP AND CAT MANAGEMENT		
Council's rationale for microchipping companion cats	<ul style="list-style-type: none"> To provide for the identification of companion cats, giving the animal a degree of protection and a higher chance of being returned to their home when lost (especially in conjunction with other cat management techniques, eg trapping). The proposed bylaw provisions only require multi-cat households to do so (greater than 3 cats). 	<ul style="list-style-type: none"> No changes to bylaw proposed.
Microchipping and the effects on senses and the nervous system of cats affected by Wi-Fi, radio, TV, mobile phones, smart meter pulsing and other electric signals	<ul style="list-style-type: none"> Officers are unaware of research to indicate radiofrequency from other devices has the ability to affect the nervous system of a microchipped cat. The Draft National Cat Management Strategy 2016 promotes compulsory microchipping of all companion cats over six months of age. 	<ul style="list-style-type: none"> No changes to bylaw proposed.
All companion cats should be microchipped, nationally registered, de-sexed and vaccinated (not just for multi-cat households)	<ul style="list-style-type: none"> The draft Bylaw provisions only require these measures to be undertaken if there are greater than three cats on a property. Given that Council is currently silent on the management and/or regulation of companion cats, it is considered that the proposed bylaw provisions are a starting point and will send a signal to the community that responsible cat ownership is important. Further traction at the central government level may occur during the lifetime of the bylaw, including the possibility of national cat regulations. 	<ul style="list-style-type: none"> No changes to bylaw proposed.

Council's process around managing stray and feral cats, and cat colonies	<ul style="list-style-type: none"> • Council does not currently manage cats as part of its animal control operations (cats are excluded from the 2006 General Bylaw provisions). However, if additional funding and resourcing was available, there is the opportunity to partner with other agencies (eg SPCA and the two regional councils), and to be guided by national direction. Education is an important factor in influencing the growth of cat colonies. 	<ul style="list-style-type: none"> • No changes to bylaw proposed.
Definition of stray and feral cats to be included in the bylaw	<ul style="list-style-type: none"> • Stray and feral cats are not referred to in the bylaw. • The management of stray and feral cats is more appropriately addressed through non-regulatory measures, eg partnership with SPCA and regional councils. 	<ul style="list-style-type: none"> • No changes to bylaw proposed.
Cat-free zones for new housing subdivisions and builds adjacent to reserves or ecologically sensitive areas, eg Moeraki peninsula	<ul style="list-style-type: none"> • Council considers that cat-free zones are more appropriately dealt with outside of the bylaw through other mechanisms • Council, through its planning assessments (new subdivisions and new builds), could consider a condition of consent requiring an area to be cat-free particularly adjacent to highly threatened environments where there are known populations of skinks, shags, penguins, lizards, native birds etc. • Council could designate areas of reserves in sensitive ecological locations as pest-free, and undertake trapping of feral cats, or supply traps and related training as necessary to private land owners adjoining the reserve to undertake this work. • Another alternative is to encourage volunteers to trap feral cats in sensitive environments, eg Moeraki peninsula. Council could consider subsidising or supplying traps for this purpose. 	<ul style="list-style-type: none"> • No changes to bylaw proposed.

Calls for cat curfews at night	<ul style="list-style-type: none"> The submitter refers to the Australian context (State of Victoria) where there is legislation in place to control cats. Without similar legislation in place in New Zealand, Council – through a bylaw provision under the LGA02 – has limited powers available to request cat curfews at night. Voluntary measures through education would be a more effective mechanism. 	<ul style="list-style-type: none"> No changes to bylaw proposed.
Recommendation for less than 3 cats per property (1, or 2)	<ul style="list-style-type: none"> Some submitters were supportive of more restrictions on the number of cats per rateable property to encourage Councils position around responsible cat ownership. As discussed above, given that Council is currently silent on the management and/or regulation of companion cats, it is considered that the proposed bylaw provisions are a starting point and will send a signal to the community that responsible cat ownership is important. 	<ul style="list-style-type: none"> No changes to bylaw proposed.
Differentiating urban and rural properties for proposed maximum number per property	<ul style="list-style-type: none"> The draft Bylaw provision relates to both urban and rural properties to make easier bylaw implementation. 	<ul style="list-style-type: none"> No changes to bylaw proposed.
KEEPING OF ANIMALS AND BIRDS IN URBAN AREAS		
Keeping of animals – call for more prescriptive provisions	<ul style="list-style-type: none"> One of the principles of the bylaw review was to create a streamlined bylaw with provisions that give Council staff the ability to act on major nuisance and health and safety issues. Prescribing maximum numbers of poultry per section does not address all nuisance-related matters due to an inconsistent size in urban properties – there is also an increased administrative component if permits were to be required. As there is no mechanism to fine under the bylaw, educational and best practice approaches (including guidelines around the keeping of animals) are considered to be most appropriately placed outside of the bylaw, but 	<ul style="list-style-type: none"> Amend clause 54 to also require animals and birds to be effectively contained, and ensure that the welfare needs of the animals or birds are met (see Appendix 3 for details). Proposed guidelines to be included on Council's website around the keeping of animals, birds and bees and Council expectations around the keeping of animals in urban areas (eg around welfare, hygiene, size of property).

	<p>can be referenced by animal owners and Council enforcement staff.</p> <ul style="list-style-type: none"> There is a general provision in the Bylaw that allows – on a complaints basis – for nuisance issues to be addressed, including requiring steps to be taken if necessary. 	
KEEPING OF BEES IN URBAN AREAS		
Permit requirement to keep all bees in urban areas to ensure biosecurity requirements are met	<ul style="list-style-type: none"> The proposed bylaw provisions require a permit for the keeping of more than two (2) beehives per property in urban areas. The proposed bylaw provisions also require beekeepers to be registered on the national database and to meet legal requirements of the national body. Council is not proposing any controls around beekeepers in rural areas. 	<ul style="list-style-type: none"> Amend clause 62 to require a permit to keep beehives in urban areas (not just more than two as currently drafted), and to enable the sighting of documentation to prove that hives are registered with the national body (see Appendix 3 for details).
Council should encourage bee strips/gardens in its reserves across the District	<ul style="list-style-type: none"> Council has the ability to implement these measures outside of a bylaw, through its day to day reserves management activities, eg planting some neighbourhood reserves with wild grasses, reducing the use of pesticides and herbicides. This information will be passed on to Council's Recreation unit. 	
KEEPING OF ROOSTERS IN URBAN AREAS		
Roosters – confirmation on how Council will contact existing owners of roosters in urban areas	<ul style="list-style-type: none"> Council proposes to notify existing rooster owners in urban areas through the usual communication channels, and encourage them to identify their birds, eg through registration or microchipping (to meet the proposed existing use rights status), otherwise the keeping of roosters in urban areas is proposed to be prohibited. 	<ul style="list-style-type: none"> No changes to bylaw proposed.
Concern around exemptions being available to keep roosters in urban areas for members of a club/society affiliated to national association (all roosters crow)	<ul style="list-style-type: none"> The proposed bylaw provisions provide for general nuisance issues to be addressed irrespective of whether the owner has an exemption or not to keep roosters in urban areas. 	<ul style="list-style-type: none"> No changes to bylaw proposed.

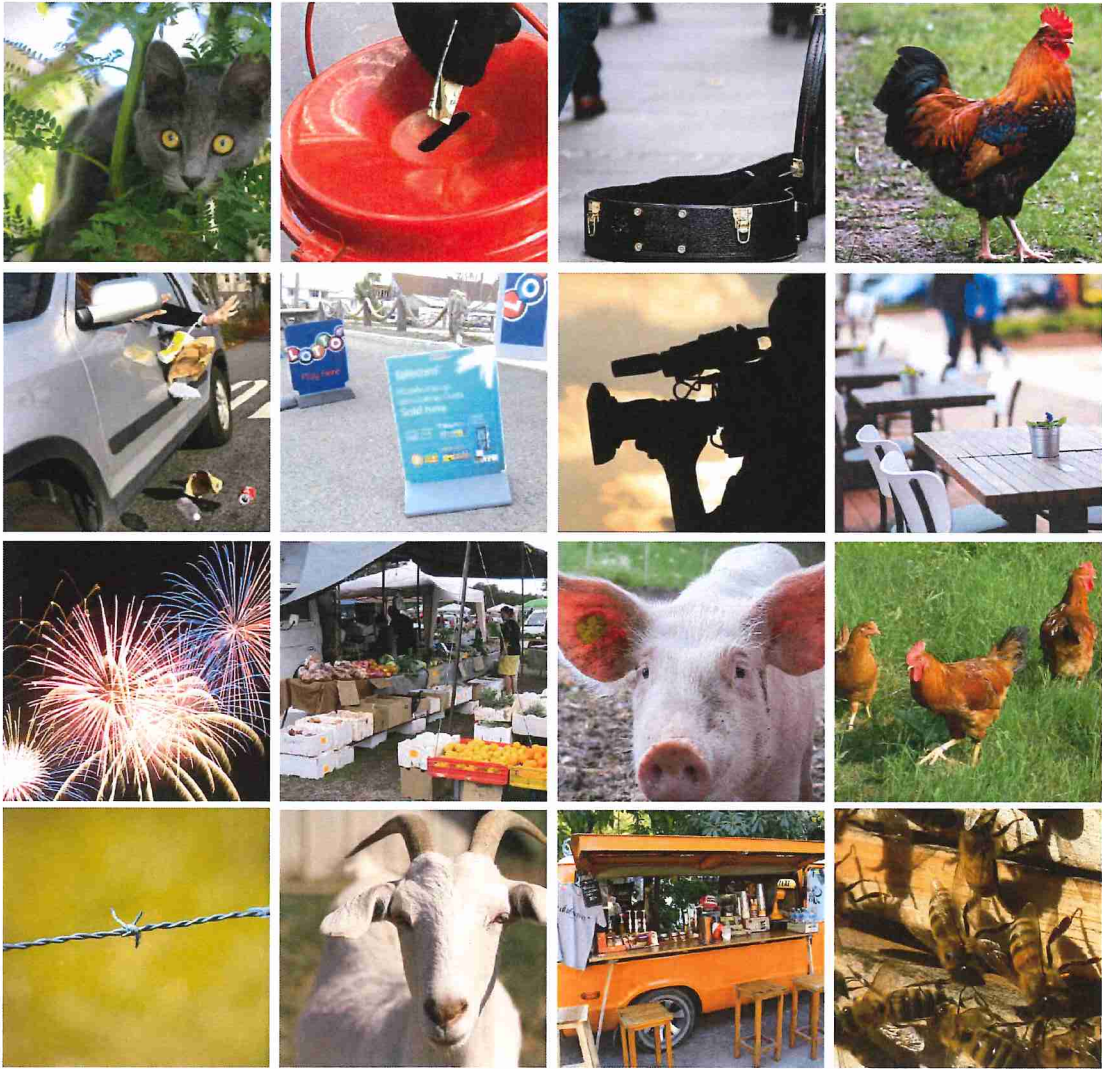
HEALTH PROTECTION – TATTOOISTS AND BEAUTICIANS		
The issue of public health protection (tattooists and beauticians) has not been addressed through a bylaw provision	<ul style="list-style-type: none"> Public Health South recommended that Council did not impose regulations in this area, and suggested that non-regulatory mechanisms were often more effective to address health issues. Council proposes to initiate some non-regulatory measures to make the community aware of the lack of regulations in the tattooist and beautician industries, and where the opportunity arises for environmental health, officers to point these sectors to best practice measures to minimise risks to public health. Council already has a page on its website dedicated to this issue, including industry best practice. 	<ul style="list-style-type: none"> No changes proposed.

Appendix 3: Proposed changes to Draft Waitaki District General Bylaw 2017 following submissions

Issue	Clause	Recommended changes to Draft Waitaki District General Bylaw 2017 (to become final)
Keeping of animals and birds	54	Amendment to read: "A person must not keep animals or birds (excluding companion cats) unless <u>they are effectively contained and are housed</u> in well-constructed and adequately maintained facilities and <u>their welfare needs have been met</u> to ensure the health and safety of any persons, and the animals and birds."
Keeping of bees in urban areas	62	Amendment to read: "Any person wishing to keep more than two (2) bee hives per Rateable Property in an urban area must apply in writing to the Chief Executive for a permit."
Offences/Penalties/Powers	10	Amendment to read: "Any person that commits a breach of a provision of this Bylaw made under section 64 of the Health Act 1956 or subsequent amendment commits an offence and is liable <u>on conviction</u> to a fine under section 66 of the Health Act 1956 as follows: a. Not exceeding the amount fixed for any breach for which an infringement notice is issued; b. Not exceeding \$500.00 and if the breach is a continuing one, not exceeding a further \$50.00 per day thereafter. These fines are current at the time of adoption of this Bylaw."
	42	Amendment to read: "Any person who commits a breach of a provision of this section of the Bylaw made under section 106 of the Reserves Act 1977 or subsequent amendment commits an offence and is liable <u>on conviction</u> to a fine under section 104 of the Reserves Act 1977 as follows: a. Not exceeding \$5,000.00 and, where the offence is a continuing one, a further fine not exceeding \$500.00 for every day on which the offence continues. These fines are current at the time of adoption of this Bylaw."
Minor corrections to grammar	Throughout as identified through track changes in the bylaw document	

Appendix 4: Waitaki District General Bylaw 2017 (refer following pages)

Waitaki District General Bylaw 2017



Published by Waitaki District Council
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New Zealand

THE COMMON SEAL OF THE WAITAKI DISTRICT COUNCIL *TO GO HERE*

MINISTERIAL APPROVAL RECEIVED *TO GO HERE* (Reserves bylaws made under
section 108 of the Reserves Act 1977)

Version: Proposed final (to be approved by Council)

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Statutory authority

This Bylaw is made pursuant to the statutory powers under the Local Government Act 2002, the Reserves Act 1977, the Health Act 1956, and the Land Transport Act 1998.

Title

1. This Bylaw may be cited as the Waitaki District General Bylaw 2017 (the Bylaw).

Commencement

2. The Bylaw will come into force throughout the district on **1 March** 2018.

Revocation

3. The Waitaki District Council General Bylaw 2006 is revoked at the time the Waitaki District General Bylaw 2017 comes into force.

Application of this Bylaw

4. This Bylaw should be read in conjunction with the operative Waitaki District Plan and any other relevant legislation or Waitaki District Council Bylaws.

PART 1: PRELIMINARY PROVISIONS

Interpretations and Definitions

5. Any words, phrases or expressions used in this Bylaw which have meanings assigned to them by the Local Government Act 2002, the Reserves Act 1977, the Health Act 1956, and the Land Transport Act 1998 (and subsequent amendments to these acts) will have the meanings as are respectively assigned in those Acts and any subordinate legislation, unless inconsistent with the context in which such words occur.

6. In this Bylaw, if not inconsistent with the context:

Animal

Any domestic animal dependent on humans for their care and sustenance, and includes, but is not limited to, stock such as cattle, deer, lamas, alpacas, donkeys, mules, horses, sheep, goats, pigs and domestic cats. This definition **does not include dogs**. Dogs are excluded from the provisions of this Bylaw, and are covered in the Waitaki Dog Control Bylaw 2014 or any subsequent amendment.

Authorised officer

A person appointed by Council to carry out duties and exercise powers under this Bylaw.

Chief Executive

The chief executive of the Council and any person delegated to perform any duties of the chief executive.

Companion cat

Common domestic cat (excluding a kitten under the age of 6 months) that lives with humans as a companion and is dependent on humans for its welfare.

Council

Waitaki District Council.

District

Means the district of the Waitaki District Council.

Encroach

Means to occupy, develop, use, trespass or intrude on a reserve or public place for private benefit. This includes without limitation, allowing something to hang over or onto any reserve or public place from an adjoining property.

Hive

A box or container for the keeping or housing of bees.

Itinerant Trader

Means any person who carries or takes about any goods, wares or merchandise for speculative sale to any person, whether or not that sale is intended to be conducted on public or private property. This definition excludes the following:

- Any person who in response to an invitation by the owner or occupier of any private property to call, conducts a sale of any goods, wares or merchandise on private property;
- Any person who operates a mobile shop.

Mobile Shop

Means a vehicle, whether self-propelled or not, from which goods, wares or merchandise (including food) are offered or exposed for sale, or from which such goods, wares or merchandise may be ordered; while such vehicle is in any public place. This definition excludes any vehicle used for the purpose of transporting and delivering goods, wares or merchandise pursuant to a prior order placed for the delivery of such goods, wares or merchandise.

Permit

Any licence, permit or written approval granted under this Bylaw which includes all associated conditions.

Reserve

The same meaning as in the Reserves Act 1977 or subsequent amendment, and includes reserves under the control, or management of Council.

Road

The same meaning as in the Land Transport Act 1998 or subsequent amendment.

Public place

Any place under Council control, or management, and open to or used by the public as of right, including, but not limited to, roads, footpaths and beaches. This definition does not include a Reserve.

Stock

Any animal farmed, and dependent on humans for their care and sustenance, including but not limited to cattle, deer, llamas, alpacas, donkeys, mules, horses, sheep, goats and pigs.

Trading in public places

An activity undertaken by any person or organisation involving the sale of goods or services in a public place for payment, reward or other.

Urban area

All residential, township, business, commercial or industrial zones as defined in the operative Waitaki District Plan.

Vehicle

The same meaning as in the Land Transport Act 1998 or subsequent amendment.

Exemptions

7. A person is not in breach of this Bylaw if that person:
- a. proves the act was taken to avoid death or injury of a person;
 - b. was taken at the direction of an Authorised officer; or
 - c. acts in accordance with prior written permission obtained from the Chief Executive for any activity that would be in breach of any prohibition under this Bylaw.

Offences/Penalties/Powers

8. A person commits an offence under this Bylaw if that person contravenes the provisions of the bylaws contained within.

9. A person is in breach of this Bylaw who fails to comply with this Bylaw and commits an offence under section 239 of the Local Government Act 2002 or subsequent amendment, and is liable on conviction to the penalties set out in section 242(4) of the Local Government Act 2002, for which a person is liable on conviction to a fine not exceeding \$20,000. These fines are current at the time of adoption of this Bylaw.

10. Any person that commits a breach of a provision of this Bylaw made under section 64 of the Health Act 1956 or subsequent amendment commits an offence and is liable to a fine on conviction under section 66 of the Health Act 1956 as follows:

- a. Not exceeding the amount fixed for any breach for which an infringement notice is issued;
- b. Not exceeding \$500.00 and if the breach is a continuing one, not exceeding a further \$50.00 per day thereafter. These fines are current at the time of adoption of this Bylaw.

11. Any person that commits a breach of a provision of this Bylaw made under section 22AB of the Land Transport Act 1998 or subsequent amendment commits an offence and is liable to a fine under section 139 of the Land Transport Act 1998 as follows:

- a. Not exceeding the amount fixed for any breach for which an infringement notice is issued;
- b. Not exceeding \$500.00 and if the breach is a continuing one, not exceeding a further \$50.00 per day thereafter. These fines are current at the time of adoption of this Bylaw.

12. Council may remove, or cause to remove, from any reserve or public place, any vehicle, structure or object, that is there in breach of this Bylaw. Council may recover all charges in connection with the removal of any vehicle, structure or object from the person who has committed the offence.

13. Council may remove, or cause to be removed any animals, birds or bees, in breach of this Bylaw. Council may recover all charges in connection with the removal of any animals, birds or bees from the person who has committed the offence.

14. Any person acting contrary to this Bylaw may be asked to comply, or leave the public place or reserve by an Authorised Officer. Any person must comply with a request from an Authorised Officer to comply with this Bylaw.

Fees and charges

15. Council may by resolution set fees and charges for the processing of approvals or permits under this Bylaw.

16. Any fee may be refunded, remitted, or waived at the Chief Executive's discretion.

PART 2: PUBLIC PLACES

Purpose and Scope

17. The purpose of this section of the Bylaw is to set the requirements for public places within the Waitaki District to ensure the health and safety of any persons, and to protect the public from nuisance.

18. This section of the Bylaw is made under the authority of section 145 of the Local Government Act 2002.

19. A person must not act in a manner that causes a nuisance, or interferes with the safety, use, enjoyment or right of any other person's use of the public place.

20. A person must not damage, interfere, move, remove, deface or destroy any Council property, vegetation or equipment on any public place.

21. A person must not set off any fireworks or other explosive devices on any public place without a permit.

22. A person must not light any fires on any public place without a permit.

23. A person may not undertake professional filming (for commercial gain) in any public place without a permit.

24. No person shall perform as a busker in any public place without having first provided their name and contact details to an Authorised officer, and they must comply with Council's relevant guidelines related to busking in public places.

25. Except where permitted by the operative Waitaki District Plan, or by way of a lease, licence, consent or other written permission granted by Council, a person must not, either:

- a. construct, use or maintain any awnings, blinds, porticos or similar extension item over any public place; or
- b. place any removable items on any public place, such as, but without limitation, sandwich boards or similar, that create an obstruction to users of the public place.

26. A person must not allow any vegetation to encroach on any public place that may obstruct or interfere with any person's access to that public place.
27. A person must not lead or allow any stock, except horses, to cross any public place.
28. The owner of any animal in a public place must at all times ensure that animal does not intimidate or cause a nuisance to any other person and ensure that animal does not damage any property belonging to any other person in a public place.
29. A person must not construct a barbed wire fence or electric fence within 1 metre of any boundary of public place within an urban area, that could cause injury to any person using the public place.
30. A person must maintain any fence, wall or retaining wall on any boundary of any public place in a manner that is safe and unlikely to cause damage to any structures, or injury to any person.
31. A person must:
- a. keep in good repair any rail, grate, fence or cover, over or about any area or entrance to any cellar, basement or other place opening into or upon any public place;
 - b. not keep open any cellar, basement or other place for more than a reasonable time when putting articles into or taking articles out of it, and that person must protect the entrance when open for use to prevent any other person being injured.

PART 3: RESERVES

Purpose and Scope

32. The purpose of this section of the Bylaw is to set the requirements for reserves within the Waitaki District to ensure the health and safety of any persons, and to protect the public from nuisance.
33. This section of the Bylaw is made under the authority of sections 145 and 146 of the Local Government Act 2002 and sections 106 to 108 of the Reserves Act 1977.
34. Except where permitted by the operative Waitaki District Plan, other relevant legislation or Council Bylaw, or by way of a lease, licence, consent or other written permission granted by Council, a person must not undertake an activity on a reserve contrary to the activity controls defined in the Waitaki Reserves Management Plan 2014 or any subsequent amendment to this.
35. A person must not act in a manner that causes a nuisance, or interferes with the safety, use, enjoyment or right of any other person's use of a reserve.
36. A person must not use any vehicle on any reserve that causes damage to the reserve's surface or vegetation.
37. A person must not damage, interfere, move, remove, deface or destroy any Council property, vegetation or equipment on any reserve.

38. A person must not allow any vegetation to encroach on any reserve that may obstruct or interfere with any person's access to any reserve.

39. A person must not erect or leave any vehicle, structure or object on any reserve in any manner which causes a nuisance to other users or interferes with any person's right to use the reserve.

40. A person must not ride, lead or allow stock, birds or other animals (excluding companion cats) onto any reserve if they have not obtained the relevant written approval from the Chief Executive or signage indicates the stock, bird or animal is allowed.

41. A person must not conduct business on any reserve in the Waitaki District as an itinerant trader, or as an operator of a mobile shop, without a permit as per the requirement of Clauses 45 and 46 of this Bylaw.

42. Any person who commits a breach of a provision of this section of the Bylaw made under section 106 of the Reserves Act 1977 or subsequent amendment commits an offence and is liable to a fine on conviction under section 104 of the Reserves Act 1977 as follows:

- a. Not exceeding \$5,000.00 and, where the offence is a continuing one, a further fine not exceeding \$500.00 for every day on which the offence continues. These fines are current at the time of adoption of this Bylaw.

PART 4: TRADING IN PUBLIC PLACES

Purpose and Scope

43. The purpose of this section of the Bylaw is to set the requirements for trading in public places within the Waitaki District to ensure the health and safety of any persons, and to protect the public from nuisance.

44. This section of the Bylaw is made under the authority of section 146 of the Local Government Act 2002, and section 64 of the Health Act 1956.

Itinerant and mobile shop trading

45. A person must not conduct business in the Waitaki District as an itinerant trader, or as an operator of a mobile shop, without a permit, except for an itinerant trader or a mobile shop participating in a Council approved street market or street stall.

46. Council may when issuing a permit:

- a. Prohibit itinerant and mobile shop businesses from operating in any specified public place within the District;
- b. Limit or restrict the classes or types of goods that these businesses may offer for sale;
- c. Limit the hours or days during which such businesses may operate.

Retail displays on footpaths

47. No operator of a business within any urban area shall place, erect, or establish any display on the footpath adjacent to their business without a permit or in conjunction with a Council approved event.

Street furniture on footpaths

48. No operator of a business within any urban area shall place any street furniture on the footpath adjacent to their business without a permit.

Trading in public places permits

49. A person must display and trade in compliance with the terms and conditions of the relevant Council permit to undertake trading in public places.

50. No trading in public places permit issued under this Bylaw is transferrable to another person.

51. Council may cancel, amend or review a trading in public places permit issued under this Bylaw if:

- a. it is to protect the public from unhygienic, unsafe or hazardous practices;
- b. it is likely to cause a nuisance, obstruction or damage; and/or
- c. it is likely to interfere with public works permitted under legislation.

PART 5: KEEPING OF ANIMALS, BIRDS AND BEES

Purpose and Scope

52. The purpose of this section of the Bylaw is to set the requirements for the keeping of animals, birds and and bees within the Waitaki District to ensure the health and safety of any persons, animals, birds and bees, and to protect the public from nuisance.

53. This section of the Bylaw is made under the authority of section 146 of the Local Government Act 2002, and section 64 of the Health Act 1956.

Keeping of animals, birds and bees

54. A person must not keep animals or birds (excluding companion cats) unless they are effectively contained and are housed in well-constructed and adequately maintained facilities and their welfare needs have been met to ensure the health and safety of any persons, and the animals or birds.

55. If, in the opinion of any Authorised Officer, the keeping of animals or birds on any Rateable Property or Dwelling house is, or is likely to become:

- a. A nuisance;
- b. Injurious; or
- c. Hazardous

to the health, safety or amenity of any persons or their property, then the Authorised Officer may by written notice require the owner of occupier of the Rateable Property or Dwelling house to do all or some of the following:

- i) Reduce the number of animals or birds kept on the Rateable Property or Dwelling house;
- ii) Take other precautions as may be considered necessary to reduce the effects listed in the sub-clauses of a. to c. above.

56. Any person must comply with a written notice issued by an Authorised Officer under the Bylaw above.

Roosters

57. A person must not keep or allow a rooster to be kept on any Rateable Property in an urban area.

58. Clause 57 of this Bylaw shall not apply to breeders and/or exhibitors of purebred poultry who are also members of any club or society affiliated to the New Zealand (SI) Poultry, Pigeon & Cage Bird Associations (Inc) subject to not breaching clause 55 of this Bylaw.

Pigs

59. No person may keep or allow to keep pigs in an urban area.

60. A person must not keep or allow to keep a pig-sty on any Rateable Property that is within 50 metres from any Dwelling house or any other occupied building on an adjoining property or within 30 metres of the boundary of any adjoining property.

Bees

61. The maximum number of bee hives per Rateable Property in an urban area is **two (2)**.

62. Any person wishing to keep bee hives in an urban area must apply in writing to the Chief Executive for a permit.

63. All bee hives are required to be registered on the national register and meet the legal requirements of the national beekeeping body.

64. A person must not keep bees that cause a nuisance or threat to the health and safety of neighbours or the public.

65. A person must not keep bees unless in well-constructed and maintained facilities to ensure the health and safety of any persons and the bees.

66. Council may require the removal or relocation of a hive(s) if complaints are received and if the Authorised Officer is satisfied that the location of the hive(s) has resulted in the bees causing a nuisance or a threat to the health and safety of neighbours or the public.

Companion cats

67. No person may keep, on any one Rateable Property, **more than three (3)** companion cats.

68. Where there is more than one Dwelling house on a Rateable Property, **no more than two (2)** companion cats per Dwelling house may be kept.

69. Clauses 67 and 68 of this Bylaw shall not apply to:

- a. The keeping of companion cats under the age of six months;
- b. Veterinary clinics;
- c. SPCA or similar registered charities;
- d. Registered cat breeders (subject to holding a valid registered prefix granted to them by the New Zealand Cat Fancy and in a cattery accredited under the Cattery Accreditation Scheme by the New Zealand Cat Fancy); and
- e. Animal boarding premises;

all of which have the necessary permits and resource consents as may be required.

70. The granting of an exemption to clauses 67 or 68 of this Bylaw may be granted if the Authorised Officer is satisfied that all companion cats at the subject Property or Dwelling house have been:

- a. Micro-chipped; and
- b. Registered with the New Zealand Companion Animal Register; and
- c. De-sexed; and
- d. Vaccinated (owner holds up-to-date records from a Veterinary clinic).

71. If, in the opinion of any Authorised Officer, the keeping of companion cats on any Rateable Property or Dwelling house is, or is likely to become:

- a. A nuisance;
- b. Injurious; or
- c. Hazardous

to the health, or safety of any persons or their property, then the Authorised Officer may by written notice require the owner or occupier of the Rateable Property or Dwelling house to do all or some of the following:

- i) Reduce the number of companion cats kept on the Rateable Property or Dwelling house;
- ii) Take other precautions as may be considered necessary to reduce the effects listed in the sub-clauses a. to c. above.

72. Any person must comply with a written notice issued by an Authorised Officer under the Bylaw above.

Customer Services Committee

Memorandum

From Customer Services Group Manager

Date 11 October 2017

Customer Services Group Activity Report for the period 17 August to 27 September 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 17 August to 27 September 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 Communications and Customer Contact units within this Group.

1.2. Customer Services Group Team – Vacancies:

Corporate Policy Planner: The recruitment and selection process is not yet completed.

1.3. Financial Performance

Year to date reporting for August 2017 sees a positive variance for the following units of the Customer Services Group:

• Customer Contact	3.64%
• Planning	27.02% (due to staff vacancies)
• Policy Development	5.04%
• Regulatory Services	4.65%
• Management Customer Services	35.45% (due to interim Group structure as already reported)

Emergency Services is showing a negative variance of slightly over \$9k (54.99%). This is due to a budgeting spread issue during the transition to the new Otago Regional CDEM structure.

Overall, the Customer Services Group budget for this period demonstrates a positive variance of 8.40%.

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

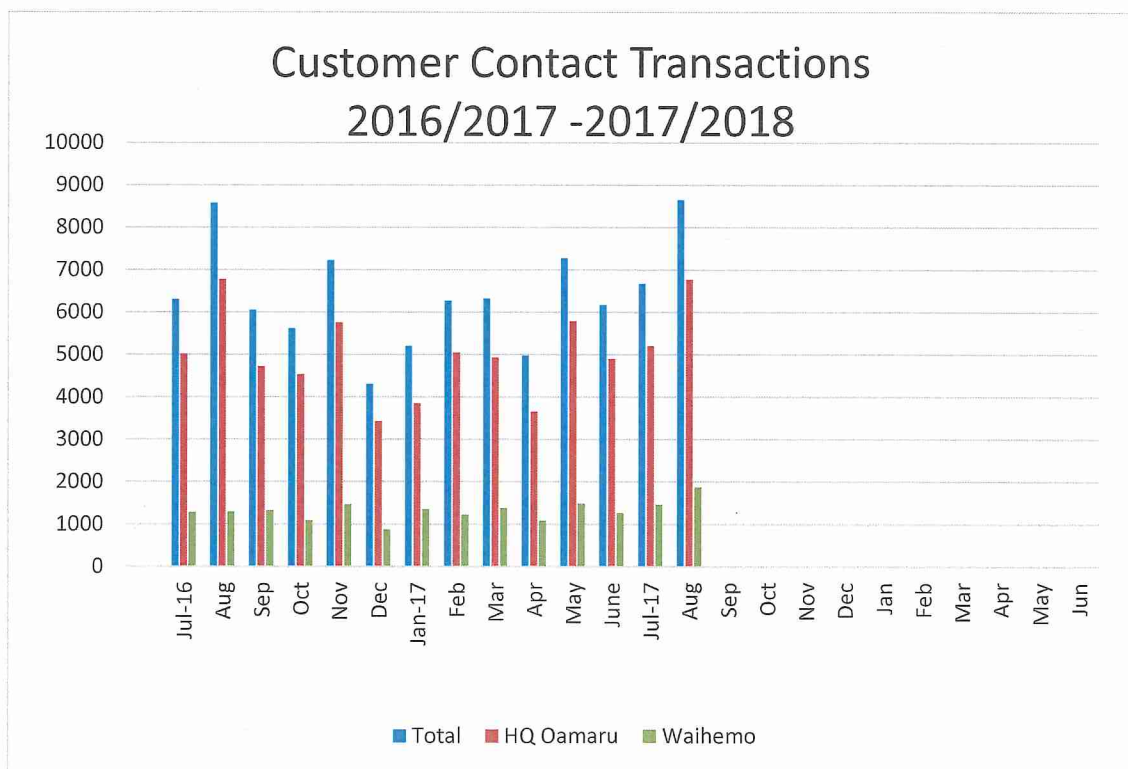
officers for updates when required, and reporting through to the Executive Team on a regular basis.

- Two team members attended the ALGIM (Association of Local Government Information Management) Spring Conference on 18 and 19 September which focused on web, digital and the customer experience.
- Rates settlement figures: 297 for the three-month period June, July and August 2016; 299 for the three-month period June, July and August 2017 (up 0.66% on the previous year). Overall, January – August 2016 = 796. Overall, January – August 2017 = 833 (up 4.44% on the previous year).
- Continuous Process Improvement:
 - 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.

2.1.2. Service Performance

CCT Statistics – Oamaru and Waihemo

Transactions	August 2017	August 2016
Total transactions (calls, counter and emails)	8649	8573
Average transactions/person/day HQ	66.92	71.37
Average transactions/person/day WSC (incl library)	42.00	44.67
Abandoned calls percentage over 30 seconds	0.99%	1.20%



2.2 Projects

Project	Comment
Customer Contact review	Customer Contact 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, however due to a capacity issue have not yet been fully considered.

3. Policy and Communications

3.1. Planning, Reporting, and Governance

- **Long Term Plan (LTP) 2018-28:** Preparation for 27 September councillor workshop to consider officer review across core services and associated budgets. A second councillor workshop on community engagement was held on 13 September.
- **Annual Report 2016/17:** Finalising non-financial reporting.
- **Residents Survey 2015/16:** Reported to 30 August Committee.
- **Remuneration Authority** Consultation Document Part Two – provided 30 August councillor workshop seeking submission feedback.

3.2 Communications

- **Media Enquiries:** Five media enquiries were received for August – Oamaru flood; CEO salary; poultry issue in Herbert; poultry resource consent; library services (letter to the editor).
- **Media Releases:**
Media releases included, but not limited to:
 - Observatory Retirement Village;
 - Surveying Waitaki's elderly population;
 - Oamaru breakwater;
 - Cultural Facility Development film competition screening and art auction
 - A range of other articles were also published based on council reports and enquiries/interviews with the mayor.
- **Social media:** Facebook was used to promote the 'Unique Stories' film competition and art auction; illegal rubbish dumping; August edition of Waitaki Link; Mycoplasma Bovis public meeting; and the weekly 'Friday Rewind' historical images Appendix 1 provides analytics.
- **Communication/consultation support:** Communication planning is underway to support the Otago Emergency Management/Civil Defence tsunami evacuation zone maps project. Harbour Street and historic precinct businesses have been surveyed on the possible closure to traffic to make Harbour Street pedestrian-access only. Easter Sunday Shop Trading consultation opened 18 September.
- **Website Information Management:**
ALGIM Website Audit: Every year, the Association of Local Government Information Management (ALGIM) conducts an audit of all Council websites throughout New Zealand. Great progress has been made for the Waitaki District Council website, with a new ranking of 20th out of the 78 Councils. This is an improvement of 45 places compared to the previous external audit. The ranking is based on functionality, online services, accessibility standards compliance, and best practice within Council websites. This result proves that Council has a strong platform on which to gain from investment in digital services to provide improved website-based customer service.
 - New information published included: Waitaki lakes camping, Election Hoardings, New to Waitaki District and Residents' Survey 2017.
 - Easter Sunday Shop Trading online submission form for community feedback.
 - Review of existing content including: Human Resources, Rousing, Community Safety, Property, Planning and Aquatic Centre.

- **Website Analytics:**
The updated Website analytics for the latest period are included in Appendix 1 of this report.
- **Systems and Process Improvement:**
 - Governance services – following ProMapp work, improvements to the reporting process have begun. Visits to other Councils to consider their systems and process are planned.
 - System to manage consultation feedback – on track.

3.3 Policy

- **General Bylaw Review:** provided 30 August Councillor workshop prior to final 16 October Committee and 6 December Council approval.
- **Easter Sunday Shop Trading:** Council approval for public consultation starting 18 September. As at 4 October 33 public submissions have been received with nine in favour of the status quo.
- **Electoral Representation Review:** Follow-up tasks from the 16 August Councillor workshop including contact with the Runanga on Maori representation and public notification of the voting system.
A Councilor workshop will be programmed for early 2018 to advance the next phase of the review which involves developing a representation proposal for Council approval and community feedback.

4. Health, Safety and Wellbeing

4.1. Lag Indicator Statistics

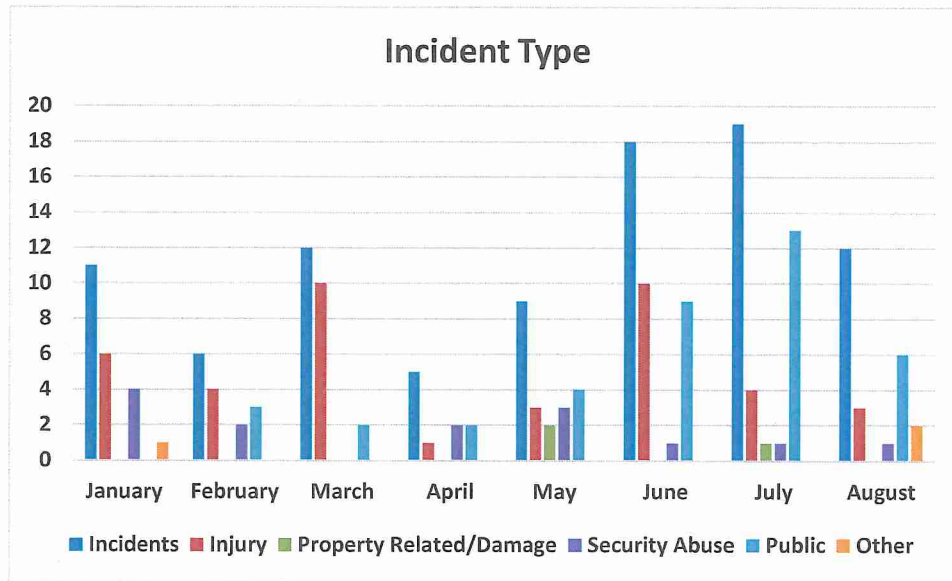
Lag indicator statistics include measurement of outputs in the form of past incidents. Issues that we aim to analyse and assess trends to support potential future learnings.

	Incidents	Near Misses (** included in incident number)
January 2017	11	2
February	6	0
March	12	1
April	5	2
May	9	2
June	18	0
July	19	4
August	12	0
2017 Year to Date ***	92	11

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

**Included in incident number

*** Please note that half yearly and yearly analysis of this information will be provided to identify and discuss data trends



Please note: Several incidents will fit into more than one incident type. For example, 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
January 2017	0	0
February 2017	0	0
March 2017	1***	0
April 2017	0	0
May 2017	0	0
June 2017	0	0
July 2017	0	0
August 2017	0	0
2017 Year to Date	1	0

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

Public Incidents July/August (many minor incidents now reported through Safehold which is why there an increase is being seen):

- 2x float or wet rescues at Aquatic Centre
- 9x slips, trips and falls at Aquatic Centre
- 4x other general minor incidents at Aquatic Centre
- 1x general incident Library
- 2x fainting episodes at Opera House
- 1x slips, trips and falls outside Council building

4.2 Lead Indicator Statistics

Lead indicator statistics include measures preceding or indicating a future event to drive and measure activities carried out to prevent and control injury.

	Induction (individuals)	Training (individuals)	Safe Work Observations	Audits	Take 5
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
July 2017	5	2	0	18	19
August 2017	3	65	3	0	18

Inductions July/August:	4 contractors, 4 staff
Training July/August:	CDEM Welfare Supervisor x1 Safety II – Safety Differently Masterclass x1 Stress Management Training x54 First Aid Refresher x11
Audits July/August:	Workstation Assessments x18

Hazards Reported July/August:

- Blocked exit community space in library – furniture moved now on library checks
- Dusty shelves at library – now regular maintenance schedule (environmental hazard)
- Obscured view with solid door – potential hazard if someone on other side – general awareness
- Draft from windows in finance – sealing of draft area under review
- Mobility scooters in reception area – evacuation risk – signage being purchased to state “mobility parking here” for outside building

Health and Safety General:

- Sitewise Pre-Qualification System – In the interests of continuous improvement in Health and Safety, and following on from direction provided at external audits, Council has implemented a contractor health and safety pre-qualification system for contractors. This system enables Council to have a clear understanding of current and potential contractors’ health and safety systems, procedures and performance to ensure that we are engaging contractors to work safely. Activity during this period included:
 - The rollout of Sitewise Pre-Qualification requirement for all new and existing contractors
 - Two workshops held at the Oamaru Opera House for local contractors to provide information and training of how to become Sitewise Pre-Qualified
 - Networking with Otago Regional Council, Central Otago, Clutha and Gore District Councils regarding the management of Sitewise within each council to ensure consistency
- Canterbury Health and Safety Advisors Group Meeting attended at Timaru District Council – sharing of information and resources
- Health and Safety Objectives set for 2017/2018

5. Regulatory Services

5.1 Service Performance

Building

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

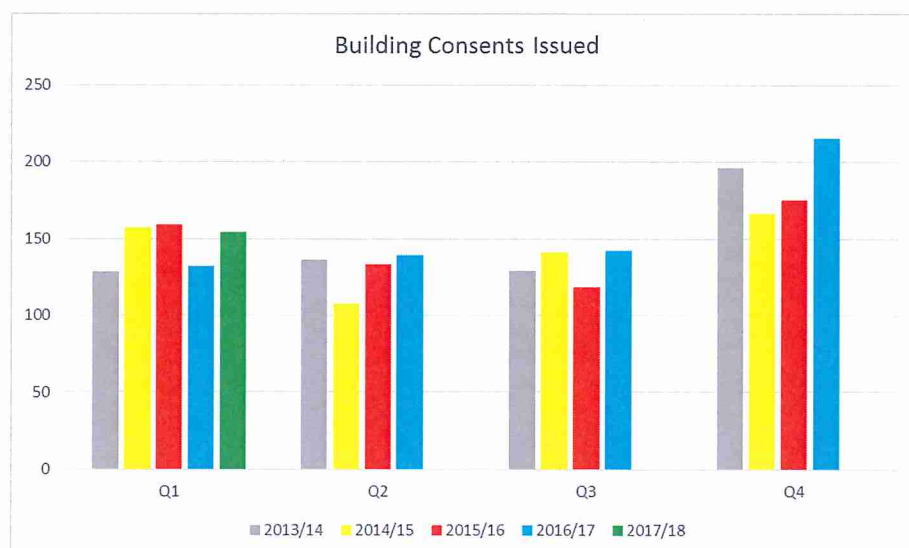


Figure 1 – Building Consents Issued by Quarter – 2012/13 to 2017/18

It has been a strong start to the financial year, with the first two months being on par with the end of the first quarter for the previous year. Commercial applications form 16% of consents, and four complex residential consents were processed this period which is greater than volume for the entire previous year. It is pleasing to achieve 95% for August with an average timeframe of 12 days. A small number of consents over 20 days remain on hold, which will continue to impact service levels for a period of time.

Land Information Memorandum (LIM) volumes are 2% above the same period last year, with Project Information Memorandum (PIM) 29% and Code Compliance Certificate (CCC) 255% above the previous year's volumes. The high volume of CCCs completed is a reflection of general increase in activity and focus on seeing work through to completion.

Environmental Health

- **Environmental Health:** Phase two of the Food Act transition is going well. Most food operators are agreeing to the proposed timetable. Inspections have commenced for camping grounds.
- **Alcohol:** In August a Controlled Purchase Operation was completed. This operation is organised by the Police and attended by Council's licensing inspector and Public Health South and is to assess alcohol outlets processes in managing sales to under 18s. Unusually five premises failed the operation on this occasion. Our alcohol inspector is working with Hospitality New Zealand, the Police, and Public Health South to organise a training session with the industry. This will be beneficial to all staff including seasonal staff and students who often have limited training taken on by those involved in the hospitality industry during summer months.
- "Game On" funded by Health Promotion Agency is under discussion with the Police and Public Health South. This will be rolled out to Rugby clubs across the district.

Enforcement and Compliance

- **Animal Control:** To date, 98% of known dogs have been registered. All outstanding registrations will now be sent infringement notices. Two unregistered menacing/dangerous dogs were seized and are now registered. Usually infringements create a flurry of activity immediately after issue and no doubt part payment options will be entered into for many.
- **Freedom Camping:** One exemption has been approved. Work continues with Parks and Recreation to enhance website and promote camping opportunities. Exemptions will be promoted prior to Labour weekend through the link.

CRM Activity: Six CRMs were overdue as at 21 September. All are in action.

5.2 Policy and Projects

- **Outstanding Code Compliance Certificate (CCC) Project**
August has been a slow month for progressing this project due to sickness and volume of consents. 16 CCC's have been issued.
- **Recruitment:** Offers have been made and accepted for the Building Control Officer (Graham MacLeod) and Territorial Authority (TA) Officer (Jason Evered), both have now started. An offer is currently under discussion for the Building Services Manager role.
- **Compliance Schedule Project:** A communication has been drafted for Building owners in relation to new fees and requirements at annual renewal of building warrant of fitness. Officers are developing a process for this work and are likely to be able to discuss the approach with a couple of Independent Qualified Persons (IQPs) prior to communicating with building owners.
- **Dog Pound upgrade:** Officers have reconvened discussions now that the Resource Recovery Park work is about to begin. Assessment of options and costs is underway.
- **Building (Pools) Amendment Act:** Officers have reviewed the legislation and considered options to progress this work. A workshop with Council received positive feedback and communication is being developed with the aim of commencing this work from October.
- **Exemptions under the Building Act:** Research has been completed and officers are preparing a workshop for the committee.

- **District Licensing Committee:** 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. No progress this month.
- **Hearing Committee Process (Dogs):** *This has not yet been started.*
- **Alcohol Strategy:** This is a joint initiative with Regulatory Services and Community Safety and Development. Officers are preparing for a workshop with key parties, and will then arrange a workshop with Council to agree next steps for this work.
- **Regulatory Strategy:** High-level thinking has been discussed with the Regulatory leadership team and consideration is now being given to the best way to present the concept.

6. Planning

6.1 Landmarks Whenua Tohunga

Government has launched the Landmarks initiative to showcase Aotearoa/New Zealand's historical and culturally important places. Landmarks support the Government's objectives for regional growth and tourism. This is achieved through increased tourism, creating opportunities for local businesses, and supporting high-quality visitor experiences in the regions. It gives people a reason to visit places often perceived as "off the tourist trail" and stay longer; and it aligns with the Government's tourism strategy, particularly through a focus on regional and seasonal dispersal. The Landmarks brand also creates a level of quality to meet visitors' expectations for high-quality cultural and historic experiences.

Landmarks was successfully piloted in Northland over 2016/17 and it is now Otago's turn. Waitaki District Council is nominating eight sites / areas within the Otago region and expects to be advised of the outcome by Heritage New Zealand later this year. Mike Searle is the contact person for this exciting initiative.

6.2 Resource Consents

Currently, resource consents are tracking at nearly double those received by the same time last year.

Of note is a two-stage subdivision application from Waitaki Drive Otematata (old school ground), involving a total of 20 lots with 10 in each stage. There is also a fully notified land use consent at Lake Ohau for a 927 square metre dwelling in the Rural General & Rural Scenic zone that has a high local profile.

6.3 Biodiversity

NOSLaM Biodiversity Funding allocation: Council recently agreed that six (6) hours per week of Biodiversity Coordinator time would go to the NOSLaM project. The new NOSLaM coordinator (Rob McTague) has commenced his appointment, and is making a difference on the ground. The first 'Pod' Meeting was held on 7 September 2017, participated by a wide range of local attendees; 50 in total.

General Biodiversity funding: Four new projects have been funded from the biodiversity fund. They total \$15,791.37, including fencing, revegetation and mammalian pest control (cats and stoats/ferrets). All four of the areas contain Significant Natural Values (as defined by the district plan). In addition, through collaboration with the Open Spaces Trust, two of the properties are in the process of becoming QEII reserves: Kakaho Creek (Hampden) and Anatini wetland (Elephant Rocks/Duntroon).

6.4 Customer Service

As at 26 September, no CRMs for Planning are overdue. 86% of CRMs have been resolved within agreed timeframes.

6.5 Resource Consent Decisions Made Under Delegated Authority

Date Closed	Type	Description	Location	Target Days	Process days
31.08.17	Land Use	Subdivide into 2 lots and Land use build dwelling within setback in RG zone	3 28 Shag Point Road	20	14
23.08.17	Land Use	Subdivide Lot 2 DP 501168 into 2 lots in residential Zone	Arthur Street Oamaru	20	15
21.08.17	Land Use	Subdivide Lot 4 DP 383670 into 3 lots in Residential Zone	42-44 Airport Road Omarama	20	19
21.08.17	Land Use	Boundary adjustment in OT42/52, OT30/134 and OT34/64 in Township Zone	58 Chelmsford Street Hampden	20	20
02.08.17	Land Use	Three lot subdivision in the Rural General and Township Zone	34 Tenby Street Moeraki	20	20
14.08.17	Land Use	Stage 2 boundary adjustment and land use for motel in Residential Zone	21C Joy Street Oamaru	20	25
03.08.17	Land Use	Subdivide into 5 lots in Rural General Zone and Land use	Teschemakers Road Teschemakers-Reidston	20	19
30.08.17	Land Use	Breach of recession plane on dwelling in Residential Zone	7A Avon Street Oamaru	20	11
30.08.17	Land Use	Commercial activity of Wine Tasting and sales in RG Zone	Kurow-Duntroon Road Kurow	20	18
31.08.17	Land Use	Build dwelling within setback following subdivision in RG Zone	3 28 Shag Point Road	20	14
23.08.17	Land Use	Subdivide Lot 2 DP 501168 into 2 lots in Residential Zone	Arthur Street Oamaru	20	15
15.08.17	Land Use	Construction of shed within the 6m internal setback in RG Zone	363 Pukeuri-Oamaru Road Pukeuri	20	13
23.08.17	Land Use	Pole shed 1.5m from the Western internal boundary	Hedges Road Oamaru North	20	13

04.08.17	Land Use	Commercial activity (online wine sales) in Rural Scenic Zone		20	14
30.08.17	Subdivision	Visitor accommodation in the Township Zone	26 Rees Street Duntroon	20	19
04.08.17	Subdivision	Section 127- Sight distance infringement	1540 Horse Range Road Palmerston	20	12
14.08.17	Land Use	Build visitor accommodation (motel) in residential Zone also breaches recession plane and internal setbacks and also subdivision boundary adjustment	21D Joy Street Oamaru	20	25
03.08.17	Land Use	Crossing within the 195m sight distance in 100km/hr Rural General Zone	Teschemakers Road Teschemakers-Reidston	20	19
30.08.17	Certificate of Compliance	Sect 127 change condition #1 dimensions of pig shelters (Sect 127 x 2)	408 Palmerston Dunback Road Palmerston	20	11
31.08.17	Certificate of Compliance	Sect 127 change condition 1 general and 2 facilities	Teschemakers Road Teschemakers-Reidston	20	19
07.09.17	Land Use	Boundary adjustment on CT 529040 to sell Lot 1 in RG Zone	3868 Kurow Duntroon Road, Kurow	20	9
19.09.17	Land Use	Boundary adjustment of 3 lots in Township RD and SCL Zones	Kakanui Road, Kakanui	20	20
20.09.17	Land Use	Subdivision into 7 lots in RG and Residential Zone	86 Weston Road Oamaru	20	14
04.09.17	Land Use	Subdivision by way of a boundary adjustment in RR Zone	269 Homestead Road Weston	20	19
13.09.17	Designations	Sect 127 change condition #5 HAIL NES report	11 Joy Street Oamaru	20	15
14.09.17	Land Use	Install emergency diesel generator and fuel tank – Aviemore Power Station	1288 Otematata-Kurow Road Otematata	20	9

01.09.17	Land Use	Build dwelling within the side yard setback in Business 2 Zone	6A Sutherland Road, Omarama	20	6
06.09.17	Land Use	Earthworks for a building platform and farm tracks in the RG Zone	1540 Horse Range Road, Palmerston	20	19

6.6 Projects

Planning Unit and Priority	Project	Comment
1	Recruitment	Hamish Barrell wishes to thank everyone for the warm welcome he has received in starting his new role as Waitaki District's Planning Manager.
1	Recruitment	The Planning team has received a resignation from Rachael Willox who will be leaving in October. Consideration is now being given to how best to fill the gap, particularly in respect of PIMs / LIMs and resource consents.



Lisa Baillie
Customer Services Group Manager

Attachments

Appendix 1: Website Performance Report 17 August to 27 September 2017

Appendix 2: Facebook Performance Report for period 17 August to 27 September 2017

Appendix 1: Website Performance Report for period 17 August to 27 September 2017

Council website key analytics:

Here are the key analytics with the change compared to 6 July to 16 August 2017

- 30.25% bounce rate – Percentage of single page visits (-25.59%)
- 59,489 page views (-29%)
- 44,345 unique (different) visitors (-29.45%)
- 575 hours spent online (-8.8%)

Daily visits to the Council website:



The website traffic is high during weekdays compared to weekends, with a higher number of visits on Monday 18 September.

Popular content pages

Top pages	Page views (Compared to period 6 July to 16 August 2017)
Property and rating search	-3.53%
Cemetery records search	12.53% ↑
Vacancies	-21.99%
Current District Plan maps	4.44 % ↑
Council Offices and Contacts	-16.17 %
Lakes Camping	146.84% ↑
A-Z Services	-21.82 %
Aquatic Centre	0.31% ↑
Maps	49.71% ↑
District Plan rules	-18.57%
Fees and charges	29.24% ↑
Building application forms	21.38% ↑

The lakes camping content was very popular with the community due to the commencement of the camping season. Web traffic to the Maps, Fees and Charges, Building Application Forms has also increased this month.

Popular search terms

17 August to 27 September 2017	6 July to 16 August 2017
Rates	Rates
District Plan	Freedom camping
Camping	District Plan
Building consents	Maps
GIS	Lim report
Vacancies	Lim
Jobs	Forms
Minutes	Landfill
Danseys Pass	Grants
Dog registration	Palmerston landfill

Spotlight hyperlinks have been created on the home page for Rates, Maps, Camping, Animal Control, Council Minutes, and Road Conditions information.

Appendix 2: Facebook Performance Report for period 17 August to 27 September 2017

Key analytics:

- Total posts publish during this period is 13
- Page likes increased from 1,485 likes to 1,506.
- Received and responded 6 customer queries.
- Average post reach is 885.

Top posts	Post reach	Post Engagement
Unique Stories' film competition poster	2.1K	152
Easter Sunday Shop Trading	1.7K	119
Friday Rewind (Holmes Wharf)	1.3K	261
Friday Rewind (Rugby Matches)	1.1K	637
Unique Stories' film competition results	798	122

Terminology

- **Post Reach:** The number of people posts were served to in Facebook
- **Post Engagement:** Post clicks, likes, comments and shares