



Activity profile: Planning and regulatory management

Why we do this

Planning and regulatory management helps build strong, thriving communities where compliance across building, resource management and environmental health ensures safety, good processes and better health.

For further information on how this Group of Activities contributes to Community Outcomes please consult the Revenue and Financing Policy – Activity Analysis.

What we do

- Planning and regulatory management including building control, resource consent management and regulatory services;
- We assess applications for consents, licences and certificates under a variety of legislation and associated regulations within specified timeframes;
- We monitor how people comply with consents and take action on infringements; and
- We must provide specific reports to various Government departments including the Department of Statistics, Ministry of Business, Innovation and Employment, Ministry for the Environment, Ministry for Primary Industries; the Medical Officer of Health (district health board), and the Department of Internal Affairs.

How this benefits the community

The decisions we make about the planning and regulatory activities described below are essential to creating strong, thriving communities.

Building control

- Retain accreditation as a Building Consent Authority (BCA);
- Provide information on request to applicants who intend to build or develop a property;
- Meet the building consent application and Code Compliance Certificate timeframes;
- Provide certification that consented buildings people visit, work and live in comply with the NZ Building Code;
- Inspect and audit buildings in compliance with regulations and take enforcement action where necessary;



Resource consent management

- Provide advice on resource consent applications for subdivisions and land use;
- Meet the resource consent application processing timeframes for non-notified consents;
- Process Land Information Memoranda (LIMs) within statutory timeframes;
- Ensure compliance with resource consent conditions; and
- Provide timely approval for granting section 224(c) certificates for new land titles.

Regulatory services

- Provide advice to food premises owners on safe food practices;
- Audit food premises for compliance with legislation;
- Provide a controlled licensing service for the sale and supply of alcohol;
- Investigate potential district plan breaches/regulatory complaints and take enforcement action where necessary; and
- Respond in a timely manner to dog, stock, noise and parking complaints.

Risks and issues

- Building and resource consent applications are at record levels requiring more staff and spend on consultants;
- Qualified team members for the building and resource consent areas are in short supply;
- Increasing development pressure on Mangawhai is leading to greater interest in resource consents and concerns regarding consent decisions;
- Complaints regarding consent decisions leading to legal challenges;
- Not meeting building and resource consent application timeframes, particularly with the increased volumes;
- Errors when processing a building or resource consent application; and
- Legislative changes leading to a shifting statutory framework including compressed processing times.



How we fund this service

- General rates;
- Fees and charges;
- Borrowing; and
- Asset sales.

Legislation associated with this service

- The Local Government Act 2002;
- Building Act 2004;
- Resource Management Act 1991;
- Resource Legislation Amendment Act 2017;
- Reserves Act 1977;
- The Health Act 1956;
- Food Act 2014;
- The Sale and Supply of Alcohol Act 2012;
- The Dog Control Act 1996;
- The Impounding Act 1955;
- Camping Ground Regulations 1985;
- Hazardous Substances and New Organisms Act 1996;
- Burial and Cremation Act 1964;
- General Bylaws 2008 (currently under review);
- The Food Hygiene Regulations 1974;
- The Food Regulations 2015;
- The Health (Registration of Premises) Act 1966;
- The Health (Hairdressers) Regulations 1980;
- The Health (Burial) Regulations 1946;
- The Housing Improvement Regulations 1947.

Improvement programme 2018/2028 - Planning and Regulatory Management

| | |
|--|--|
| <p>Year 1 – 2018/2019 Planned improvement / change</p> | <ul style="list-style-type: none"> • Transition remaining food premises to food control plans; • Use the Food Act to establish a quality management system for the health team; • Establish a hazardous substances monitoring programme in line with new legislative requirements; • Start a register of earthquake-prone buildings; and • Continue collating the wastewater bylaw database register to check compliance. |
| <p>Year 2 – 2019/2020 Planned improvement / change</p> | <ul style="list-style-type: none"> • Continue collating the earthquake-prone buildings register; and • Continue collating and addressing the wastewater bylaw database register for compliance. |
| <p>Year 3 – 2020/2021 Planned improvement / change</p> | <ul style="list-style-type: none"> • Continue collating the earthquake-prone building register; and • Continue collating and addressing the wastewater bylaw database register to check for compliance. |
| <p>Years 4-10 – 2021/2028 Planned improvement / change</p> | <ul style="list-style-type: none"> • Investigate other online self-service systems and processing modules so we become paperless. |

Measuring Performance - Planning and Regulatory Management

| What we measure | LTP Year 1 Target 2018/2019 | LTP Year 2 Target 2019/2020 | LTP Year 3 Target 2020/2021 | LTP Years 4-10 Target 2021/2028 |
|---|-----------------------------|-----------------------------|-----------------------------|---------------------------------|
| Percentage of building control customers who rate request for service responses as very satisfied or satisfied. | 75% | 76% | 77% | 78% |
| Percentage of building consents processed within 20 working days. | 100% | 100% | 100% | 100% |
| Percentage of illegal activity/unauthorised work complaints investigation initiated within 3 working days. <i>Measured by: Core application Overdue Service Request Report.</i> | 90% | 92% | 94% | 95% |
| Percentage of non-notified resource consents processed within 20 working days. | 100% | 100% | 100% | 100% |
| Percentage of Land Information Memorandums (LIM) processed within 10 working days. | 100% | 100% | 100% | 100% |
| Percentage of all new granted resource consents audited each year to ensure they comply with relevant conditions. | 15% | 20% | 25% | 25% |
| Percentage of s224(c) certificates for new land titles processed within 10 working days. | 97% | 98% | 99% | 100% |
| Percentage of food premises inspected or audited at least once per year under the Food Hygiene Regulations or Food Act. | 100% | 100% | 100% | 100% |
| Percentage of alcohol premises inspected at least once per year. | 100% | 100% | 100% | 100% |
| Percentage of resource consent complaints regarding unconsented works and non-compliance with the District Plan and resource consent investigation initiated within 5 working days. | 90% | 92% | 94% | 95% |

Significant negative effects - Planning and Regulatory Management

Errors in consenting and regulatory processes could lead to problems e.g. leaky buildings, health risks at food outlets, environmental issues from poor subdivision and design, and illegal activities putting people, property, the environment, or cultural or historical treasures at risk.



Funding Impact Statement - Operating

| For the year ended: | Annual Plan | Budget | Budget | Budget | Budget | Budget | Budget | Budget | Budget | Budget | Budget |
|---|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| 30 June | 2017-2018 | 2018-2019 | 2019-2020 | 2020-2021 | 2021-2022 | 2022-2023 | 2023-2024 | 2024-2025 | 2025-2026 | 2026-2027 | 2027-2028 |
| | \$'000 | \$'000 | \$'000 | \$'000 | \$'000 | \$'000 | \$'000 | \$'000 | \$'000 | \$'000 | \$'000 |
| Operating funding | | | | | | | | | | | |
| Sources of operating funding | | | | | | | | | | | |
| General rates, uniform annual general charges, rate penalties | 1,072 | 1,710 | 1,729 | 1,752 | 1,779 | 1,805 | 1,762 | 1,790 | 1,817 | 1,923 | 1,963 |
| Targeted rates | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Subsidies and grants for operating purposes | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Fees and charges | 3,675 | 3,481 | 3,555 | 3,629 | 3,705 | 3,787 | 3,874 | 3,962 | 4,059 | 4,155 | 4,259 |
| Internal charges and overheads recovered | 389 | 380 | 387 | 394 | 402 | 410 | 412 | 420 | 429 | 444 | 455 |
| Local authorities fuel tax, fines, infringement fees and other receipts | 5 | 5 | 5 | 5 | 5 | 5 | 6 | 6 | 6 | 6 | 6 |
| Total operating funding | 5,141 | 5,576 | 5,676 | 5,780 | 5,891 | 6,007 | 6,054 | 6,178 | 6,311 | 6,528 | 6,683 |
| Application of operating funding | | | | | | | | | | | |
| Payments to staff and suppliers | 4,140 | 4,416 | 4,495 | 4,578 | 4,666 | 4,758 | 4,796 | 4,895 | 5,000 | 5,172 | 5,294 |
| Finance costs | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Internal charges and overheads applied | 987 | 1,146 | 1,166 | 1,187 | 1,210 | 1,233 | 1,242 | 1,267 | 1,294 | 1,339 | 1,372 |
| Other operating funding applications | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Total applications of operating funding | 5,127 | 5,562 | 5,661 | 5,765 | 5,876 | 5,991 | 6,038 | 6,162 | 6,294 | 6,511 | 6,666 |
| Surplus (deficit) of operating funding | 14 | 14 | 15 | 15 | 15 | 16 | 16 | 16 | 17 | 17 | 17 |

Funding Impact Statement - Capital

| For the year ended: | Annual Plan | Budget | Budget | Budget | Budget | Budget | Budget | Budget | Budget | Budget | Budget |
|---------------------|-------------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|
| 30 June | 2017-2018 | 2018-2019 | 2019-2020 | 2020-2021 | 2021-2022 | 2022-2023 | 2023-2024 | 2024-2025 | 2025-2026 | 2026-2027 | 2027-2028 |
| | \$'000 | \$'000 | \$'000 | \$'000 | \$'000 | \$'000 | \$'000 | \$'000 | \$'000 | \$'000 | \$'000 |

Capital funding

Sources of capital funding

| | | | | | | | | | | | |
|--|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|
| Subsidies and grants for capital expenditure | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Development and financial contributions | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Increase (decrease) in debt | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Gross proceeds from sale of assets | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Lump sum contributions | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Other dedicated capital funding | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Total sources of capital funding | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

Applications of capital funding

| | | | | | | | | | | | |
|--|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|
| Capital expenditure | | | | | | | | | | | |
| - to meet additional demand | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Capital expenditure | | | | | | | | | | | |
| - to improve the level of service | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Capital expenditure | | | | | | | | | | | |
| - to replace existing assets | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Increase (decrease) in reserves | 14 | 14 | 15 | 15 | 15 | 16 | 16 | 16 | 17 | 17 | 17 |
| Increase (decrease) of investments | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Total applications of capital funding | 14 | 14 | 15 | 15 | 15 | 16 | 16 | 16 | 17 | 17 | 17 |
| Surplus (deficit) of capital funding | -14 | -14 | -15 | -15 | -15 | -16 | -16 | -16 | -17 | -17 | -17 |
| Funding Balance | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

Capital Expenditure Programme

There is no capital expenditure for this Activity Profile.