

# ENVIRONMENTAL SERVICES

The following section outlines how the Environmental Services Group contributes to delivering the community outcomes of:

Accessible Waikato	Active Waikato	Educated Waikato	Green Waikato	Sustainable Waikato	Safe Waikato	Thriving Waikato	Vibrant Waikato	Well Waikato
	✓	✓	✓	✓	✓	✓		✓

## Overview of activities undertaken

The Environmental Services Group provides a wide range of services such as animal control, building control, environmental health and resource management services in the district.

## What we do

### Building Control

The building control team is responsible for building inspections, the issuing and monitoring of building consents, and the provision of code of compliance certificates. The team also proactively audits building warrants of fitness and swimming pool fencing.

### Animal Control

The animal control team provides community education on dog control, ownership and safety. It also maintains a register of dogs within the district and facilities for the impounding of stray or seized dogs or stock. The investigation of complaints in relation to dogs and wandering stock provides a substantial workload, particularly when enforcement procedures are required.

### Resource Management

The resource management team undertakes key roles in policy, consents planning, and monitoring. The policy function develops and maintains a District Plan that states objectives, policies and methods to address identified issues.

The District Plan is implemented through the consents planning team. This includes providing guidance to developers and the general public on the rules set out in the District Plan, and the processing of resource consents for subdivision and land use.

The monitoring function provides information and guidance to the public and staff about resource management issues in the Waikato District and monitors compliance, and reporting on resource consents against the District Plan rules and Councils' Conservation Covenants

### Environmental Health

The environmental health team undertakes a number of activities such as registration and inspection of food and other premises, investigation of notifiable infectious diseases, responding to nuisance and noise complaints, reporting on liquor licence applications, reporting on public health aspects of resource consent applications, and the identification and recording of potentially contaminated sites.

Refer to each activity from page 108 for further information.

## Where we are now

### Levels of Service Consultation

Under the Local Government Act 2002, Council is required to undertake consultation on the levels of service for its activities. In October/November 2008, a Levels of Service Questionnaire was distributed through The Link to residents, asking them to give us feedback as to whether the level of service for Animal Control, Noise Control and Environmental Health should be maintained at the current level or increased. We asked -

### Animal Control

Waikato District Council currently provides a 24 hour, seven day a week dog control service. However, outside the office hours of 8am to 5pm, Council provides an emergency service only. The service also includes registration, owner education and the operation of pound facilities in Ngaruawahia. Council asked whether you want to extend this service so that all matters relating to community

safety and straying stock are now covered outside of an emergency situation.

No of Responses to Question	Option 1 Status Quo	Option 2 Increase to 24hr/ 5days	Option 3 Increase to 24 hr/7 days
266	90% (238)	7% (19)	3% (9)

**Noise Control**

Waikato District Council currently provides a noise control service through an independent contractor. The current noise control contract aims for the contractor to respond to noise complaints within 30 minutes in the main urban centres other than Raglan. In Raglan and some other areas in the North Waikato the response time can be 90 minutes due to the distance from the base of operations. Council asked if you would like to see the response time in Raglan and other more isolated areas reduced.

No of Responses to Question	Option 1 Status Quo	Option 2 Increase to 24hr/ 5days
262	92% (240)	8% (22)

**Environmental Health**

**Question 1**

Waikato District Council currently provides limited education to food providers with regard to safe food handling with advice and information provided on a one to one basis at the time of inspection of food premises or in response to questions. Local Polytechnics or private training providers currently provide formal food handler education to NZQA unit standards.

Council asked if it should become involved in undertaking training of food handlers to NZQA standards. This would mean that Council would need to undertake an accreditation process to ensure it meets NZQA standards for training purposes. There would be a cost associated with this in terms of the accreditation process and potentially one additional staff member. While there would be some cost recovery available through charging for the courses, it would be unlikely that full costs would be recovered.

No of Responses to Question	Option 1 Status Quo	Option 2 Increase to 24hr/ 5days	Option 3 Increase to 24 hr/7 days
261	84% (218)	9% (24)	7% (19)

**Question 2**

A Bill has recently been introduced to Parliament that proposes giving communities more local control over where, when, and how alcohol can be sold in communities, to ensure that social impact is taken into account in licensing conditions. The proposed legislation will allow, but not require, local authorities to develop a local alcohol plan to define requirements relating to their own areas. The local alcohol plan would be adopted using the special consultative procedure under the Local Government Act. If the Bill is passed into law, should Council develop and adopt a local alcohol plan to cover all liquor outlets in the district?

No of Responses to Question	Option 1 Status Quo	Option 2 Increase to 24hr/ 5days
265	55% (145)	45% (120)

The above results from the consultation were discussed by Council and it resolved (WDC 0812/05/5) that there would be no changes to the current level of service.

## Animal Control

The following section outlines how the animal control activity contributes to delivering the community outcomes of:

Accessible Waikato	Active Waikato	Educated Waikato	Green Waikato	Sustainable Waikato	Safe Waikato	Thriving Waikato	Vibrant Waikato	Well Waikato
	✓	✓			✓			

### Why we do it

An adopted Dog Control Policy is in place (under the Dog Control Act 1996 and amendments) to minimise danger, distress and nuisance and to avoid uncontrolled dogs in access to public places. The policy also sets out the statutory procedures for the seizure, impounding and destruction of dogs, as well as requirements for dog and owner classifications

The Impounding Act 1955 makes provision for Council to remove livestock wandering on roadways to prevent harm or damage to property.

### What we do

Council undertakes the following key activities:

- Maintains a register of dogs, and identify and promote the registration of unregistered dogs.
- Investigates complaints received in relation to dogs and wandering stock (i.e. keep public roads safe).
- Provides community education on dog control, ownership and safety.
- Provides facilities for the impounding of stray or seized dogs or stock.
- Undertakes enforcement procedures (including infringements and prosecutions).

The animal control service currently operates from 8am – 5pm Monday to Friday with 24 hour, 7-day service for urgent public safety issues such as stock on roads (excluding state highways), dog attacks and on occasion, collecting confined stray dogs.

The dog pound is open to the public 2.30pm - 3.30pm weekdays (excluding public holidays) but staffed 7 days a week for cleaning, welfare and feeding of impounded dogs. The stock pound is closed to the public with impounded animals being impounded or released under animal control staff supervision.

### Where we are now

As at 1 June 2008:

- 8,643 of 8,855 known dogs were registered (97.6%).
- Approximately 25% of the total registered dogs in the district are considered rural, being on a property of more than 20 hectares.
- A total of 1,672 service requests were made for the period 1 July 2007 to 30 June 2008
  - 519 of these were after hours callouts.
  - 296 were stock related requests.
  - 158 were dog attack related requests.
- Prosecutions against four dog owners were undertaken related to dog attacks.
- 239 infringements were issued.
- The last two years have been focused on increasing communication with registered dog owners and providing education on dog ownership.

*How we will know we are on track*

Council aims to provide consistent service levels in the following areas:

Customer Value	Strategic Outcomes (Levels of Service Statement)	Customer Measures	Base-line	Target 1-3	Target 4-10	Technical Measures	Base-line	Target 1-3	Target 4-10
Safety	Ensuring safety from the increasing number of dog attacks, and from wandering stock when travelling by car.	Residents feel safe from dog intimidation in community areas.	New	75%	75%	Patrolling of community area including urban areas, parks, playgrounds and recreational areas – at least weekly.	100%	100%	100%
Responsiveness		% complaints regarding dog control will be investigated within 10 working days of notification.	85%	95%	100% by 2012				
		% complaints regarding stray stock responded to within one hour of notification.	100%	90%	90%				
Accessibility Affordability		Annual review of fees and charges.	New	100%	100%	Collection of registration fees for all dogs on database.	New	95%	>95%
Quality	Fenced and marked dog runs will be provided, maintained and monitored.	New	100%	100%					

### Potential significant negative effects

The animal control service, through a combination of control and education, seeks to minimise the negative impact of livestock on our environment and maximise the public's protection from dangerous dogs. In providing this service there is potential to have an adverse negative effect. These have been outlined below including the way in which Council mitigates these effects.

Potential Significant Negative Effect	Cultural	Social	Economic	Environmental	Mitigation of Negative Effects
Injury to Animal Control Officers from attack by dog owners, dogs, and livestock.		✓		✓	Providing training and personal protection equipment
Dog owners disgruntled by enforcement action taken against them.		✓		✓	Professional and courteous enforcement
Dog control activity is predominantly paid for through registration of known dogs which may not target those that use the service.		✓		✓	Implement cost recovery options where possible

### What we plan to do

#### Operational initiatives

Redevelopment of the website will increase access to information relating to dogs (i.e. microchipping, open spaces for dog exercise, fencing, bylaws and registration requirements) and livestock.

The animal control activity will continue to reduce the mismanagement of dogs and livestock through education and enforcement.

Continue to offer education programmes in schools and provide material to individuals and interest groups.

The needs of dog owners and non-dog owners will be considered in the development of structure plans and recreational planning processes.

#### How we are managing changes in demand and levels of service

As well as district growth projections, requests for service have steadily increased, with an increase of nearly 200 from 2006/2007 to 2007/2008. The first quarter of the 2008/2009 we have already received 666 requests for service.

#### Feature capital projects

Money has already been allocated towards increasing dog pound capacity within the property activity.

#### Proposed future capital works

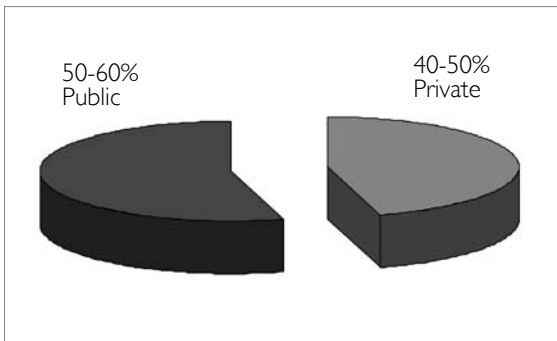
As well as substantial kennel number increases, consideration must be given to requirements of the Animal Welfare Act 1999. Codes of welfare and guidelines for best practice are currently being reviewed and developed by the Ministry of Agriculture and Fisheries and our current facilities will need significant improvement to meet the proposed minimum standards.

#### How future capital works will be funded

Through the property activity.

**Who pays for the cost of animal control services?**

Animal control services are split between private and public funding as follows –



*How do we achieve this*

Council staff currently provide a limited 24-hour call out service.

Euthanasia of dogs is contracted to a veterinary service.

*Considerations for other activities*

There are no other legislative considerations in relation to this activity.

## Building Control

The following section outlines how the building control activity contributes to delivering the community outcomes of:

Accessible Waikato	Active Waikato	Educated Waikato	Green Waikato	Sustainable Waikato	Safe Waikato	Thriving Waikato	Vibrant Waikato	Well Waikato
			✓	✓	✓			✓

### Why we do it

As a Building Consent Authority and territorial authority, Council has a responsibility for the safety of people within buildings under the following legislation:

- The Building Act 2004 - To administer functions relating to compliance of new building work and the enforcement of the provisions regarding the safe use of existing buildings.
- The Fencing of Swimming Pools Act 1987 - To ensure all swimming pools in the District are fenced to comply with the Act.
- The Building (Accreditation of Building Consent Authority) Regulations 2006.

### What we do

Council undertakes the following key activities:

- Processing applications for building consent conditions.
- Inspections to monitor compliance with the building consent.
- Issuing of Code of Compliance Certificates.
- Auditing building Warrants of Fitness (Compliance Schedules).
- Auditing the fencing of swimming pools.
- Enforcement and prosecution for breaches of both the Building and Fencing of Swimming Pool Acts.
- Identification of earthquake prone and dangerous buildings, working with the owners to achieve compliance with the Building (Specified Systems, Change of Use and Earthquake Prone Buildings) Regulations 2005.

Council undertakes a key role under the Building Regulations 2006 that require territorial authorities to become accredited as a Building Consent Authority (BCA) in order to continue to issue building consents. This means the BCA must adopt and implement policies, procedures and systems to perform the building control functions.

The Waikato Building Consent Group has been formed to provide consistent management and application of the Building Act 2004 to all buildings, contractors and property owners in the Waikato region. This group is made up of representatives from Waikato, Waipa, Matamata-Piako and Otorohanga District Councils and Hamilton City Council.

### Where we are now

- All staff (except administrative) hold Warrants as Authorised Officers pursuant to the Building Act, the Resource Management Act, the Litter Act, the Local Government Act and the Fencing of Swimming Pools Act.
- Following the removal of the licences from Private Building Certifiers, Council now has the sole responsibility for issuing all consents for building work in the district and inspects the majority of building other than specialist, engineer supervised projects.
- During 2007/2008 the building control team issued over 1,600 building consents and conducted over 6,500 inspections.
- Council was accredited as a Building Consent Authority on 6 December 2007 and was tenth in New Zealand to achieve accreditation.
- Currently 99.9% of all building consents are processed within the statutory timeframes.

*How we will know we are on track*

Council aims to provide consistent service levels in the following areas:

Customer Value	Strategic Outcomes (Levels of Service Statement)	Customer Measures	Base-line	Target 1-3	Target 4-10	Technical Measures	Base-line	Target 1-3	Target 4-10
Accessibility Quality Safety	Council maintains accreditation as a Building Control Authority such that regulations are effective in protecting the community.	Building consent applications are processed within the statutory timeframes of 20 days.	99.9%	100%	100%	<b>Building Consent Applications</b> Time to issue in accordance with statutory requirements and the provisions of the New Zealand Building Code	100%	100%	100%
		All new pools inspected and 3% of existing pools inspected each year.	100%	100%	100%	<b>Building Warrants Of Fitness</b> Monitoring and auditing of all buildings holding Compliance Schedules (currently 230 in 2008)  Audit all buildings holding Compliance Schedules that provide sleeping care or paid accommodation  <b>Earthquake-prone Buildings</b> Implement Council's policy on Earthquake-prone Buildings  <b>Swimming Pools – Existing</b> Inspect for compliance with the provisions of the Fencing of Swimming Pools Act 1987  <b>Swimming Pools – New</b> Inspect for compliance with the provisions of the Fencing of Swimming Pools Act 1987 prior to issue of Final Code of Compliance certificate	61 per annum	50 per annum	50 per annum
							New	100%	100%
							Approx 80%	100%	100%
							48 per annum	50 per annum	50 per annum
							100%	100%	100%

### Potential significant negative effects

The purpose of providing a building control activity is arguably to eliminate significant negative effects. Should Council not undertake this activity the impact on the ratepayers of substandard construction of dwellings and other buildings has the potential to have serious financial and social implications. In providing this service there is potential to have an adverse negative effect. These have been outlined below including the way in which Council mitigates these effects.

Potential Significant Negative Effect	Cultural	Social	Economic	Environmental	Mitigation of Negative Effects
Legislation is requiring more Council input into plan review and building inspection, which increases costs.			✓	✓	Council has to react to new legislation, but tries to limit the cost increase as much as possible.
Non-compliance requires Council to take offenders before the Courts.		✓		✓	Prosecution of blatant offences against the Building Act is necessary to reinforce compliance, maintain equity for those who obtain consents and fulfil statutory duty.
Leaky homes are identified.		✓	✓	✓	More thorough vetting of the drawings, inspections by better trained highly skilled inspectors, will assist in reducing the incidence of leaky homes.

### What we plan to do

#### Operational initiatives

Maintain accreditation as a BCA, and improve the frequency and quality of training for staff,

In response to Council's achievement of accreditation, the appointment of four new staff members has assisted in addressing the increased workload. Additional staff have been funded from an increase in fees and charges.

Implement a quality management system to comply with the Building (Accreditation of Building Consent Authority) Regulations 2006.

Warrant of Fitness inspections and enforcement action will have increased focus from a dedicated inspector.

Continue to monitor all building Warrants of Fitness on public and commercial buildings, and the quality of new buildings within the district

Strive to eliminate all accidental drowning of pre-school children in private swimming pools.

Potential legislative changes such as the introduction of the affordable housing bill and sustainability impacts will be monitored.

#### How we are managing changes in demand and levels of service

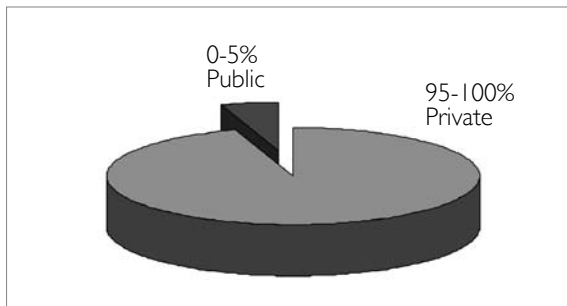
Demand for building control services is dynamic and dependent on a number of externalities, which Council cannot influence or control. Factors such as population growth, market stability, political confidence, and changes within communities will trigger additional demands. Currently there is a downturn in building activity (approximately 17%) but inspection rates remain steady. Further legislative requirements may cause further changes to the manner in which this activity is delivered.

Trends and market factors will be closely monitored over the next 12-24 months to assess future demand (increase or decrease) and the ongoing levels of service requirements.

Council will continue to monitor trends within the building industry and respond as required.

**Who pays for the cost of building control services?**

Building control services are split between private and public funding as follows –



*How do we achieve this*

Building control is managed and operated within Council's resource base with the use of consultants occasionally for a peer review of fire design reports and engineering designs (i.e. structural and on-site wastewater).

*Considerations for other activities*

There are no other legislative considerations in relation to this activity.

## Environmental Health

The following section outlines how the environmental health activity contributes to delivering the community outcomes of:

Accessible Waikato	Active Waikato	Educated Waikato	Green Waikato	Sustainable Waikato	Safe Waikato	Thriving Waikato	Vibrant Waikato	Well Waikato
		✓	✓					✓

### Why we do it

Council's response to the Health Act 1956 is to improve, promote and protect public health within the district. Council also has a role in providing liquor licensing services under the Sale of Liquor Act 1989 which has the objective of establishing a reasonable system of control over the sale and supply of liquor to the public, with the aim of contributing to the reduction of liquor abuse.

### What we do

Council undertakes the following key activities:

- Registration and inspection of food and other premises.
- Investigation of notifiable infectious diseases.
- Responding to nuisance and noise complaints.
- Reporting on liquor licence applications.
- Reporting on public health aspects of resource consent applications.
- Identification and recording of potentially contaminated sites.

### Where we are now

- All registered premises are generally inspected at least once annually; with some food premises visited more frequently depending on their potential risk. 278 routine inspections were undertaken in 2007/2008 and a further 20 recheck inspections were carried out for the 194 registered premises.
- Food safety legislation is currently under review by the New Zealand Food Safety Authority. General food service businesses now have the ability

to voluntarily opt out of the current inspection regime and into a risk-based food control system. To meet these new requirements Council will attain accreditation to meet the standards set by the New Zealand Food Safety Authority. In the interim, Council has obtained approval as an audit agency and the Environmental Health Officers have been approved to audit the new food control plans operated by those businesses opting into the voluntary program.

- Liquor licences are issued within 10 working days of the receipt of all required information and reports. 298 liquor licences and managers' certificates were issued during 2007/2008.
- Potential changes to the Sale of Liquor Act may provide the opportunity for communities to have a greater say in the licensing of premises.

*How we will know we are on track*

Council aims to provide consistent service levels in the following areas:

Customer Value	Strategic Outcomes (Levels of Service Statement)	Customer Measures	Base-line	Target 1-3	Target 4-10	Technical Measures	Base-line	Target 1-3	Target 4-10
Quality Responsiveness	Protecting the community's health and wellbeing by maintaining a clean and healthy environment	The activities and locations affecting people's health and wellbeing are all monitored by WDC i.e. food and liquor outlets, contaminated sites and noise.	New	100%	100%	<b>Registered premises</b> Annual inspections of all registered premises in accordance with the Health Act 1956.	100%	100%	100%
						<b>Liquor Licensing</b> 100% liquor licences and certificates issued within 10 working days of receipt of all reports and required information (unless subject to objection).	100%	100%	100%
						<b>Contaminated Sites</b> Register known possible and confirmed contaminated sites. Joint project between Environment Waikato and Council.	New	100%	100%
						<b>Infectious Diseases Register</b> Maintain register of notified infectious diseases.	100%	100%	100%
						<b>Infectious Diseases Investigations</b> 100% responded to within 1 working day of notification. Reports submitted within 5 days of investigation completion.	100%	100%	100%
						<b>Nuisance Noise</b> Maintain contract to respond to nuisance noise control.	New	100%	100%

### *Potential significant negative effects*

There are no identifiable negative effects for the environmental health activity. The purpose of providing an environmental health activity is arguably to eliminate significant negative effects.

### *What we plan to do*

#### **Operational initiatives**

The primary focus over the next 12 to 36 months is to implement the food legislation changes, including up-skilling staff, implementing a quality management system and gaining accreditation.

Continue to provide a customer focussed service to mitigate environmental health issues in the community.

Appropriately respond to proposed liquor licensing changes including making submissions when open for consultation.

Continue to work closely with other agencies, including the Police and Medical Officer of Health, on liquor licensing initiatives.

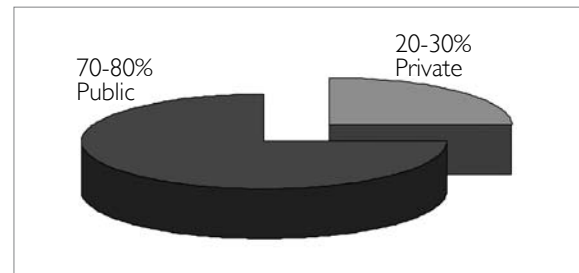
#### **How we are managing changes in demand and levels of service**

With the proposed food legislation due to be introduced to Parliament in early 2009 there will potentially be changes in demand or service levels but Council is not in a position to quantify this at present. It is anticipated that this may become an Annual Plan issue for 2010/2011.

Ongoing monitoring of demand for inspections of food premises and issuing of liquor licences and manager's certificates will be undertaken and resources assessed to meet levels of service requirements.

### **Who pays for the cost of environmental health services?**

Environmental health services are split between private and public funding as follows –



### *How do we achieve this*

Council staff undertake the majority of the Environmental Health Services. An external service provider undertakes response to excessive noise complaints. The provision of hazardous substances emergency call out and enforcement services are also provided externally.

### *Considerations for other activities*

There are no other legislative considerations in relation to this activity.

# Resource Management

The following section outlines how resource management contributes to delivering the community outcomes of:

Accessible Waikato	Active Waikato	Educated Waikato	Green Waikato	Sustainable Waikato	Safe Waikato	Thriving Waikato	Vibrant Waikato	Well Waikato
			✓	✓		✓		✓

## Why we do it

To fulfil Council's planning responsibilities under the Resource Management Act 1991 and Local Government Act 2002, Council undertakes monitoring and administration of the District Plan and the development of policy to promote the sustainable management of natural and physical resources.

## What we do

Council undertakes the following key activities:

### Policy

- Develop and maintain a District Plan that states objectives, policies and methods to address identified issues.
- Providing advice and facilitating appropriate land use.
- Community engagement in options for development of policy, regulations and future growth.
- Promote the sustainable management of natural and physical resources in the district.
- Ensure a satisfactory level of district amenity is maintained.
- Guide the provision and funding of infrastructure.
- Provide a leadership role in delivering on the Waikato District Growth Strategy and Future Proof.
- Secure the interests of Waikato district through advocacy on national, regional and other policies and plans.

### Consents Planning

- Implementation of the District Plan.

- Provide guidance to developers and the general public on the rules set out in the District Plan.
- Processing of resource consents for subdivision and land use.
- Ensure development is suitable to its location.

### Monitoring

- Compliance monitoring and reporting on resource consents, District Plan rules and Council's conservation covenants.
- To provide information and guidance to the public and staff about resource management issues in the Waikato District.
- Develop and implement the strategic monitoring framework to report on the suitability and effectiveness of the District Plan and its provisions.
- Compiling "State of the District Environment Report" every three years with annual updates.
- Undertake enforcement action to remedy breaches of consent conditions and of the District Plan, and the implementation and enforcement of council's bylaws.

## Where we are now

- Resource consents (where possible) are issued within 20 working days of the receipt of all required information and reports. 692 resource consents were issued during 2007/2008.
- The market for experienced planners is always competitive and can make recruitment difficult.
- Duty planners are available in Ngaruawahia daily, from 10.30am – 4.30pm.
- The District Plan was reviewed and Council's



decisions on the second generation plan were released in November 2006. 52 parties lodged appeals on Council's decisions (covering 658 individual appeal points). The appeals version of the Proposed District Plan was released in January 2007.

- 168 appeal points have been fully resolved to date, and progress continues to be made on the remainder.
- Variations of the District Plan are undertaken by Council to address specific resource management issues as they arise. The following variations have been completed and are not subject to appeal:
  - Variation 1: (Tamahere Country Living Zone).
  - Variation 2: (Lorenzen Bay Structure Plan).

- Variation 3: (Hampton Downs Motorsport Park).
- Variation 5: (Minor Amendments).
- Variation 6: (Rural and Coastal Zone Subdivision Amendments).
- Variation 7: (Living Zone Ngaruawahia and Huntly).
- Variation 8: (Home Occupations).
- Variation 9: (Minor Map Changes).
- Variation 10: (Planning Map Amendments: Key, Roads, Drains).
- Council has provided advice and made submissions on central government policy changes, including changes relating to electricity transmission and generation, telecommunications, coastal issues and roading issues.

### *How we will know we are on track*

Council aims to provide consistent service levels in the following areas:

Customer Value	Strategic Outcomes (Levels of Service Statement)	Customer Measures	Base-line	Target 1-3	Target 4-10	Technical Measures	Base-line	Target 1-3	Target 4-10
Availability Affordability Quality	The community has access to up-to-date information; receives assistance with consent applications, regulations and requirements; and receives an affordable service.	Processing of resource consents will meet statutory timeframes.	65%	90%	95%	<ul style="list-style-type: none"> <li>■ Provide free services for advisory services.</li> <li>■ Charge "fair and reasonable charges" for fees, licences and permits and review regularly, considering actual cost of services (includes public consultation process).</li> <li>■ Fees and charges reviewed annually in a public process.</li> </ul> <p>All processes are compliant with all statutory and regulatory requirements, in addition to all Council policies, procedures and standards.</p>	New	100%	100%
							100%	100%	100%

Customer Value	Strategic Outcomes (Levels of Service Statement)	Customer Measures	Base-line	Target 1-3	Target 4-10	Technical Measures	Base-line	Target 1-3	Target 4-10
Quality	The District Plan ensures that resources controlled by Council are managed in accordance with the purpose and principles of the RMA and reflect the will of the community.	All District Plan changes will be undertaken as per the RMA statutory process.	New	100%	100%	Audit the implementation of the District Plan and the progress towards the achievement of the stated environmental outcomes.	New	100%	100%
Community Engagement	Opportunities are provided for involvement in decision making.	Consultation undertaken including: <ul style="list-style-type: none"> <li>■ Informal consultation.</li> <li>■ Opportunity to submit and present views.</li> <li>■ Public hearing process.</li> <li>■ Written advice of Council's decision on submissions.</li> </ul>	100%	100%	100%	Written feedback provided to submitters and decisions published.	100%	100%	100%

### Potential significant negative effects

Resource management planning promotes the sustainable management of natural and physical resources. Potential adverse effects associated with this activity have been outlined below, including the ways in which Council mitigates these effects.

Potential Significant Negative Effect	Cultural	Social	Economic	Environmental	Mitigation of Negative Effects
Planning may increase development costs, through compliance costs, development levies or financial contributions.			✓	✓	Benefits flow back to developers from improved environmental quality, and provision and co-ordination of services such as infrastructure, and any net negative effect is not significant.
Non compliance with statutory requirements for the issuing of resource consents may cause delays.		✓	✓		Improvement of systems is ongoing to ensure continual improvement in services.
Inadequate or harsh monitoring of District Plan requirements may discourage development, affecting the economy in the District.			✓		Apply a reasonable, concise, consistent monitoring process.

### What we plan to do

#### Operational initiatives

- Sustainably manage the natural and physical resources of the district.
- Resolve all outstanding appeals and have the proposed Waikato District Plan made operative.
- Undertake variations of the District Plan to address specific resource management issues as they arise, including variations to implement Future Proof and the Waikato District Growth Strategy. Ensure that the District Plan continues to reflect and remain responsive to the community's needs, and is kept accurate and up to date.
- Provide easy access to, and understanding of, information (including rules), and assistance with resources needed by people to undertake various activities.
- Provide input and advice to central and regional government on their policy initiatives.
- Proactively monitor District Plan, resource consent and conservation covenant compliance.

- Undertake a comprehensive review of the Waikato District Integrated Monitoring Strategy 2004.

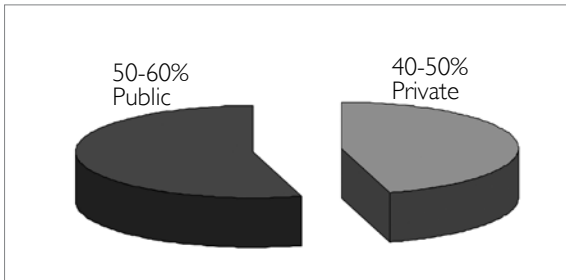
#### How we are managing changes in demand and levels of service

Demand for planning services is dynamic and dependent on factors such as population growth, market stability, political confidence, and economic and social trends.

The number of relevant suitably trained staff employed and improvements in efficiency, consistency and customer service will allow Council to ensure sufficient resources are allocated to the resource management area within Council to maintain and improve service levels.

**Who pays for the cost of resource management services?**

Resource management services are split between private and public funding as follows –



*How do we achieve this*

Council staff undertake the majority of the Resource Management services.

*Considerations for other activities*

There are no other legislative considerations in relation to this activity.

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## Cost of Service Statement - Environmental Services

A forecast for the 10 years ending 30 June 2019

	Forecast 2009/ 2010 NZ\$000's	Forecast 2010/ 2011 NZ\$000's	Forecast 2011/ 2012 NZ\$000's	Forecast 2012/ 2013 NZ\$000's	Forecast 2013/ 2014 NZ\$000's	Forecast 2014/ 2015 NZ\$000's	Forecast 2015/ 2016 NZ\$000's	Forecast 2016/ 2017 NZ\$000's	Forecast 2017/ 2018 NZ\$000's	Forecast 2018/ 2019 NZ\$000's
<b>Income</b>										
Finance income	10	12	16	19	13	6	8	10	13	15
Activity income - other than contributions and subsidies	3,131	3,349	3,855	4,708	4,807	4,928	5,067	5,181	5,344	5,498
Less Internal Interest	(10)	(12)	(16)	(19)	(13)	(6)	(8)	(10)	(13)	(15)
<b>Activity Revenue</b>	<b>3,131</b>	<b>3,349</b>	<b>3,855</b>	<b>4,708</b>	<b>4,807</b>	<b>4,928</b>	<b>5,067</b>	<b>5,181</b>	<b>5,344</b>	<b>5,498</b>
<b>Expenditure</b>										
Personnel costs	3,742	3,971	4,079	4,371	4,866	5,101	5,488	5,711	6,028	6,452
Activity expenditure	1,418	1,296	1,286	1,409	1,264	1,259	1,365	1,517	1,402	1,392
Indirect Costs	1,549	1,669	1,764	1,841	1,845	1,831	1,922	2,024	2,018	2,013
<b>Activity Expenditure</b>	<b>6,709</b>	<b>6,936</b>	<b>7,129</b>	<b>7,621</b>	<b>7,975</b>	<b>8,191</b>	<b>8,775</b>	<b>9,252</b>	<b>9,448</b>	<b>9,857</b>
<b>Activity Surplus/(Deficit)</b>	<b>(3,578)</b>	<b>(3,587)</b>	<b>(3,274)</b>	<b>(2,913)</b>	<b>(3,168)</b>	<b>(3,263)</b>	<b>(3,708)</b>	<b>(4,071)</b>	<b>(4,104)</b>	<b>(4,359)</b>
Council reserves	58	59	60	61	61	62	63	64	65	66
General Rate Reserves - Net Transfers	3,520	3,528	3,214	2,852	3,107	3,201	3,645	4,007	4,039	4,293
<b>Total Surplus/(Deficit) Funding</b>	<b>3,578</b>	<b>3,587</b>	<b>3,274</b>	<b>2,913</b>	<b>3,168</b>	<b>3,263</b>	<b>3,708</b>	<b>4,071</b>	<b>4,104</b>	<b>4,359</b>

## *Estimated Capital Funding Requirements - Environmental Services*

*A forecast for the 10 years ending 30 June 2019*

There are no Capital Funding Requirements for Environmental Services.

