

Long Term Plan 2024-34 Activity Plan

# Regulatory Compliance and Licensing

- *Animal Management Services*
- *Compliance and Investigation services*
- *Alcohol Licensing services*
- *Environmental Health services*
- *Food safety services*
- *Regulatory Compliance, Licensing and Registration public advice*

Draft Activity Plan adopted for consultation 14, 21, and 27 February 2024.  
Open for consultation and submissions 18 March – 21 April, 2024.

## Approvals

Role	Position	Name	For Draft LTP	
			Signature	Date of sign-off
General Manager	GM Infrastructure, Planning & Regulatory Services	Jane Parfitt	Jane Parfitt	11 March 2024
Activity Manager	Head of Regulatory Compliance	Tracey Weston	Tracey Weston	11 March 2024
Finance Business Partner	Finance Business Partner	Tony Richardson	Tony Richardson	11 March 2024

## Authors and advisors to this Activity Plan

Group	Business Unit	Position	Name
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# 1. What this activity delivers

The grouping of services under this Activity relate to the regulatory functions for the statutes that have been delegated to Council to administer via Local Government New Zealand.

## This activity includes the following services:

### Services

### Contributes to Community outcomes



**Animal Management Services** are responsible for the administration and enforcement of the Dog Control Act 1996, the Christchurch City Council Dog Control Bylaw 2016 (which includes the general control of dogs within the city), the Christchurch City Council Stock Control Bylaw 2008 and the Impounding Act 1955 (which includes the general control of stray and wandering stock). Education programmes are delivered in schools with the aim of educating future dog owners of their responsibilities and therefore preventing dog related offences occurring.



**Compliance and Investigation services** are conducted across a range of statutes including the Resource Management Act 1991, the Building Act 2004, Local Government Act 2002, and the Litter Act 1979. This area also incorporates compliance activities relating to Council Bylaws such as the Freedom Camping Bylaw 2015 and Public Places Bylaw 2008, Brothels (Location and Signage) Bylaw 2013.



**Alcohol Licensing services** administer under the Sale and Supply of Alcohol Act 2012, on behalf of the Council and the Secretary of the District Licensing Committee, the processing of applications for Alcohol Licences and General Managers' Certificates. The Alcohol Licensing inspectors also carry out enforcement and compliance monitoring of licensed premises in conjunction with the NZ Police and representatives of the Medical Officer of Health.



**Environmental Health services** manage and monitor matters of public health, including the abatement of environmental health nuisances, noise control, contaminated land, offensive trades, and hazardous substances.



**Food safety services** include licensing and monitoring activities for food premises under Food Act 2014 (which took effect on 1 March 2016), hairdressers and funeral parlours under the Health (Hairdressers) Regulations 1980 and Health (burial) Regulations 1946, and Camping Grounds in relation to compliance with Campground Regulations 1985.



**Regulatory Compliance, Licensing and Registration public advice** is provided for citizens annually via Counter Services, phone enquiries and email enquiries.

- Collaborative and confident





# A snapshot of provision and use for 2023/24:

**Barking dogs**  
2388

**Dog biting**  
580

**Dog rushing**  
572

**Dog welfare**  
123



**Found dogs**  
2280

**Lost dogs**  
777

**Prohibited Area**  
104

**Wandering dogs**  
2257

**Wandering Stock**  
169

**High Risk premises**  
123

**Site Inspections**  
1682

**Premises applications for licences**  
416

**Application for Premises Certificate of Compliance**

Alcohol required by s202(1) of the Sale and Supply of Alcohol Act 2012...  
Premises Certificate of Compliance (PCOC) if you are opening a new licensed premises...  
Application for a premises must be accompanied by a Certificate stating that the premises...  
If you apply for a Premises Certificate of Compliance as required under Sections 202(1) of the...  
the relevant provisions of the Act.



# A snapshot of provision and use for 2023/24:

**Managers Certificates**  
1909

**Duty Manager appointments**  
1651

**Food premise Verifications undertaken**  
1407

**Food premise Non compliances**  
43

**Enforcement Actions**

Infringements - 277  
Prosecutions - 2  
Abatement Notices - 11

**Food Licence Renewals**  
2024

TIME TO RENEW

**Dangerous Buildings**  
50

**Unconsented Works**  
243

**New Food Premises**  
326

**Vermin at Residential Properties**  
127

**Dumping of Litter**  
198

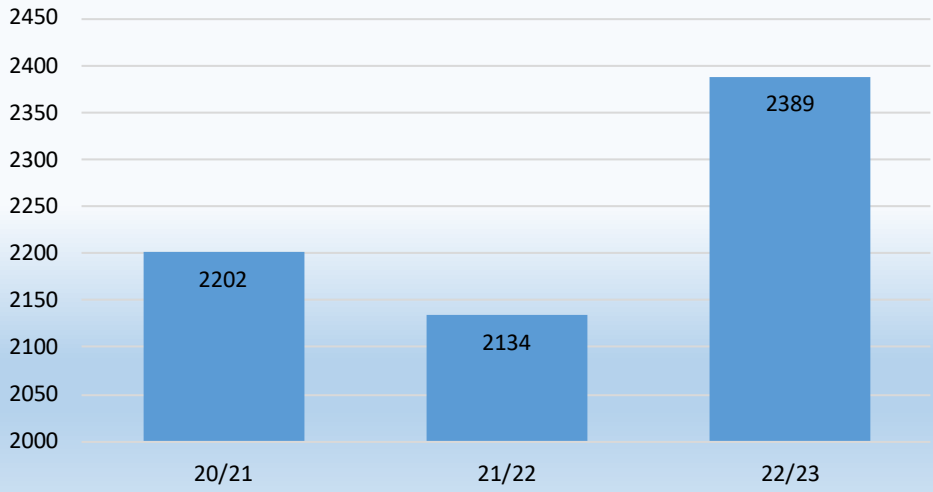
**Noise Complaints**  
13495

**Freedom Camper**  
101

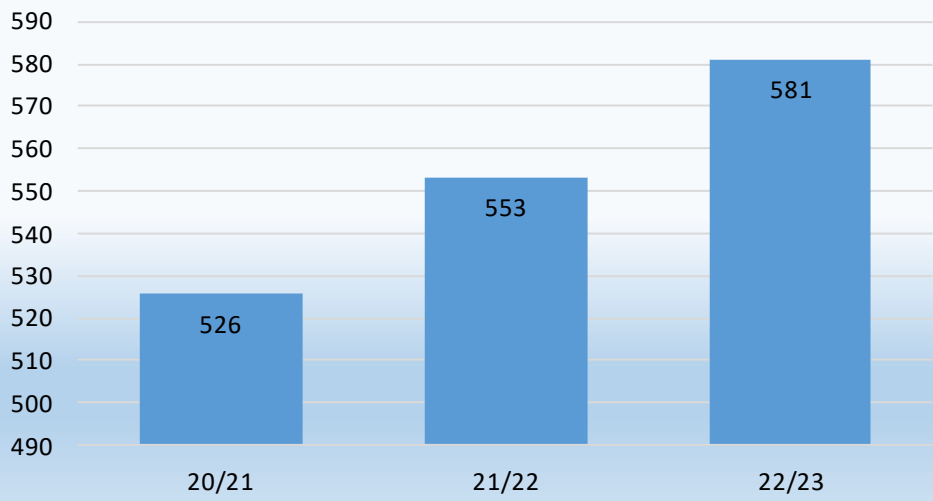


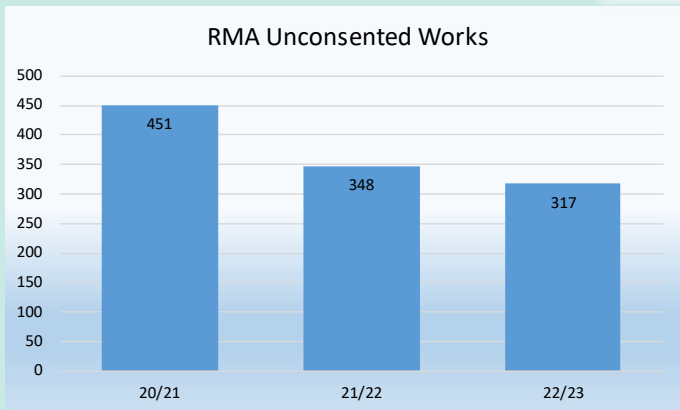
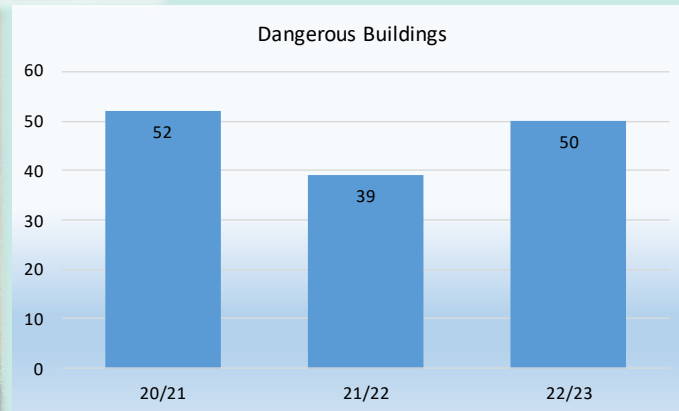
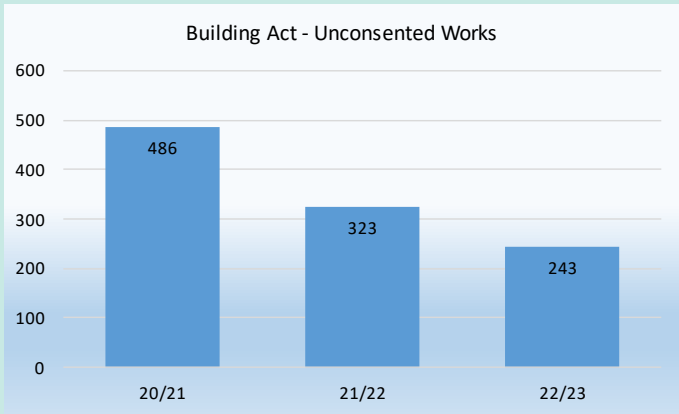
# Interesting Statistics

### Barking Dogs



### Dog Biting

















## 2. Why we deliver this activity

### 2.1. Community Outcomes: How this activity contributes

Community Outcomes	Contribution*	Key contributions to achieving our community outcomes
 <p><b>Collaborative and confident</b> Our residents have the opportunity to actively participate in community and city life, have a strong sense of belonging and identity, and feel safe.</p>	<p>★★★★</p>	<p>The Council has wide-ranging responsibilities for keeping its communities safe and healthy, many specified by legislation. This activity plays a key role in supporting our progress towards this outcome, by carrying out compliance monitoring activities and responding to reports of potential breaches or incidents with respect to dog control, alcohol licensing, food safety, environmental health, resource management, building and various Council bylaws.</p>
 <p><b>Green and liveable</b> Our neighbourhoods and communities are accessible and well-connected, supporting our goals to reduce emissions, build climate resilience and protect and regenerate the environment, especially our biodiversity, water bodies and tree canopy.</p>		
 <p><b>A cultural powerhouse</b> Our diverse communities are supported to understand and protect their heritage, pursue their arts, cultural and sporting interests, and contribute to making our city a creative cultural and events 'powerhouse'.</p>	<p>★</p>	<p>This activity supports compliance with rules and bylaws which contribute to the district's liveability but is not responsible for developing those rules.</p>
 <p><b>Thriving and prosperous</b> Our city is a great place for people, business, and investment where we can all grow our potential, where enterprises are innovative and smart, and where together we raise productivity and reduce emissions.</p>		
<p><b>*Level of contribution – what this means</b></p>		
<p>★★★★ This activity is critical to the Council's contribution to achieving this community outcome – we measure our impact with specific levels of service</p>		
<p>★★★ This activity strongly supports the Council's contribution to achieving this community outcome – we measure our impact with specific levels of service for some elements</p>		
<p>★★ This activity supports the Council's contribution to achieving this community outcome – we measure our impact with specific levels of service if practicable</p>		
<p>★ This activity may provide incidental support to achieving this community outcome – it's not cost-effective to measure our impact</p>		

## 2.2. Strategic Priorities - How this activity supports progress on our priorities


Strategic Priorities		Contribution*	How our strategic priorities influence the way we work
	<b>Be an inclusive and equitable city which puts people at the centre of developing our city and district, prioritising wellbeing, accessibility, and connection.</b>	★★	<ul style="list-style-type: none"> <li>Regulatory compliance ensures a safe and healthy environment for community activities and events by monitoring food safety and applying interventions to mitigate or minimise alcohol harm related activities.</li> <li>We ensure compliance with several city bylaws which support social harmony and the achievement of shared community outcomes, via the bylaws the Council adopts.</li> </ul>
	<b>Champion Ōtautahi-Christchurch and collaborate to build our role as a leading New Zealand city.</b>	★	<ul style="list-style-type: none"> <li>Regulatory compliance aims to ensure resource consents and licenses are adhered to; and that compliance, monitoring and enforcement activities are consistent and proportional.</li> </ul>
	<b>Build trust and confidence in the Council through meaningful partnerships and communication, listening to and working with residents.</b>	★★★★	<ul style="list-style-type: none"> <li>Regulatory compliance aims to ensure resource consents and licenses are adhered to; and that compliance, monitoring and enforcement activities are consistent and proportional.</li> <li>Regulatory Compliance uses the Voluntary, Assisted, Directed, Enforced (VADE) compliance model. This model is based on recognised behaviours that guide the delivery of the appropriate intervention. The VADE model recognises that most people and businesses are willing to voluntarily comply with their regulatory obligations or can be encouraged to do so. Enforcement responses escalate depending on the seriousness of the conduct, extent of the harm and public interest factors.</li> </ul>
	<b>Reduce emissions as a Council and as a city, and invest in adaptation and resilience, leading a city-wide response to climate change while protecting our indigenous biodiversity, water bodies and tree canopy.</b>	★	<ul style="list-style-type: none"> <li>Regulatory compliance supports the longevity and sustainability of our city's environment and the challenges of climate change by responding to complaints and providing compliance advice and education on Resource Management Act and Building Act related matters.</li> <li>Regulatory compliance helps protect our water supply by monitoring issues that involve contaminated land and ensure that material which is excavated is disposed of safely and not into areas where pollution of the aquifers could occur.</li> <li>Minimal direct impact as this activity focusses on compliance.</li> </ul>
	<b>Manage ratepayers' money wisely, delivering quality core services to the whole community and addressing the issues that are important to our residents.</b>	★	<ul style="list-style-type: none"> <li>Regulatory compliance aims to ensure licenses are adhered to; and that compliance, monitoring and enforcement activities are consistent and proportional.</li> <li>We ensure compliance with several city bylaws which support social harmony and the achievement of shared community outcomes, via the bylaws the Council adopts.</li> </ul>
	<b>Actively balance the needs of today's residents with the needs of future generations, with the aim of leaving no one behind.</b>	★	<ul style="list-style-type: none"> <li>Regulatory compliance supports the longevity and sustainability of our city's environment and the challenges of climate change by responding to complaints and providing compliance advice and education on Resource Management Act and Building Act related matters.</li> <li>Regulatory compliance ensures a safe and healthy environment for community activities and events by monitoring food safety and applying interventions to mitigate or minimise alcohol harm related activities.</li> </ul>

**\*Levels of contribution - what this means**


- ★★★★ This activity is critical to the Council's contribution to achieving this community outcome – we measure our impact with specific levels of service
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- ★ This activity may provide incidental support to achieving this community outcome – it's not cost-effective to measure our impact

## 2.3. Climate Resilience Goals: How this activity supports climate resilience goals


### Net zero emissions Christchurch

	<p><b>Key sources of greenhouse gas emissions from this activity includes:</b></p> <ul style="list-style-type: none"> <li>• Our organisation CCC: Fuel use by officers (when not using EVs)</li> <li>• Our District &amp; Community: Minimal direct impact</li> </ul>
	<p><b>The Regulatory Compliance and Licensing Activity are taking the following actions to reduce greenhouse gas emissions:</b></p> <p><b>Operational/embedded greenhouse gas emissions</b></p> <ul style="list-style-type: none"> <li>• Assess viability of replacing Animal Management vehicles with EV utilities over time</li> </ul>
	<p><b>Greenhouse gas emissions by users of Regulatory Compliance and Licensing Activity:</b></p> <ul style="list-style-type: none"> <li>• This activity does not contribute to greenhouse gas emissions.</li> </ul>

### We understand and are preparing for the ongoing impact of Climate change

	<p><b>Key climate risks for the Regulatory Compliance and Licensing activity includes:</b></p> <ul style="list-style-type: none"> <li>• Sea-level rise and flood risk: Facilities in at risk location such as the dog shelter may be subject to flooding</li> </ul> <p>Other impacts on assets and infrastructure (see the <a href="#">Asset Management Plan</a> for more details).</p>
	<p><b>Options being considered to reduce the risks to the Regulatory Compliance and Licensing activity and the community posed by those climate risks include:</b></p> <ul style="list-style-type: none"> <li>• Assess whether the Shelter could be relocated to an alternative site, such as our Pound Road Stock pound.</li> </ul>

### We are guardians of our natural environment and taonga

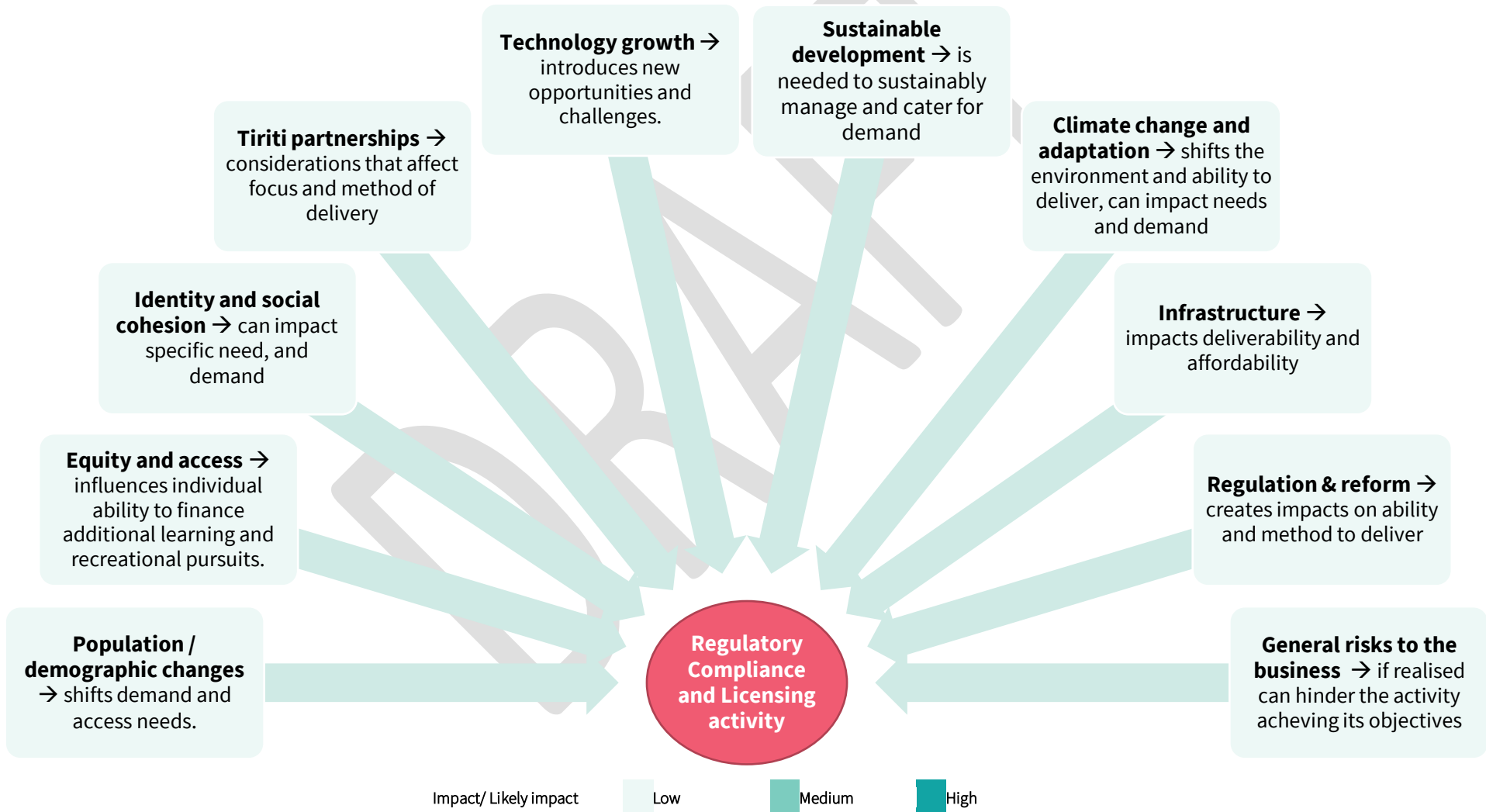
	<p><b>Please describe a pilot project you will undertake in the next three years to increase understanding of emissions reduction options and building resilience to climate risks relevant to your activity:</b></p> <ul style="list-style-type: none"> <li>• We will be undertaking a case study into the viability of transitioning our Animal Management vehicles to a low emissions vehicle option in the next three years to further support reducing our greenhouse gas emissions.</li> <li>• We will be assessing the sea-level rise and flood risk associated with our Shelter being located at Metro Place, Bromley and whether it is viable to relocate the facility to an alternative site such as our Pound Road stock pound in the next three years to mitigate the risk.</li> </ul>
	<p><b>Please explain any levels of service changes in this LTP, or that may be required in the future as a result of climate change:</b></p> <ul style="list-style-type: none"> <li>• This activity has no level of service changes that may be required because of climate change for the next 3 – 5 years.</li> </ul>



### 3. How we are planning for future impacts

There are various factors influencing current and future demand for Regulatory Compliance and Licensing activities and the ability to deliver them. These are listed below.

#### 3.1. Issues impacting current and future activity demand and deliverability



## 3.2. The high impact issues and mitigations planned

*The more prominent ones that in particular effect our Community Outcomes or Strategic Priorities are summarised on this page. For further details on issues, including the current status, future projections, likely impact and mitigations please see Appendix B.*

**This activity has identified no high impact issues.**

**All current and future demand and deliverability impacts are identified as having low to no impact for this Activity.**

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## 4. Our levels of service

Council's Levels of Service (LoS) measures enable us to monitor and report against our outcomes and service performance. See Appendix A: Levels of Service Details for more detail.

### Services & Level of Service Statements, with Measures of Success and future year Targets

Level of Service statement (What we will provide)	Measures of success (What our community can expect)	Performance Targets/Outputs			
		2024/25	2025/26	2026/27	2027 - 34
<b>Animal Management Services prioritise activities that promote and protect community safety</b>					
<b>Animal Management Services prioritise activities that promote and protect community safety</b>	Incidences where there is an immediate public safety risk (aggressive dog behaviour and wandering stock) are responded to within 15 minutes of being reported to Council (9.0.1)		98%		
	Nuisance complaints are responded to within 24 hours of being reported to Council (9.0.31)		98%		
<b>Compliance and Investigations – Building Act, Resource Management Act, Council Bylaws</b>					
<b>Protect community safety through the timely and effective response to complaints about public safety</b>	All investigations of dangerous building reports are initiated, and identified hazards secured, within 24 hours, 7 days a week (9.0.3.1)		100%		
	All investigations into reports of incidents covered by the Resource Management Act that meet serious risk to public safety criteria are initiated within 24 hours, 7 days a week (9.0.3.2)		100%		
<b>Alcohol Licensing services</b>					
<b>Protect the health and safety of the community by Licensing and monitoring high risk alcohol premises</b>	Very High/High risk alcohol premises are visited at least once a year (9.0.4)		100%		
<b>Food Safety and Health Licensing</b>					
<b>Food premises are safe and healthy for the public</b>	Scheduled Food Control Plan verification visits are conducted (9.0.5)		98%		



	Premises issued with corrective actions are visited within 5 working days of the time specified for compliance (9.0.19)	95%
<b>Environmental Health including noise and environmental nuisance</b>		
<b>The community is not subjected to inappropriate noise levels</b>	Complaints in relation to excessive noise are responded to within one hour (9.0.8)	90%
<b>Protect community safety through the timely and effective response to notifications of public health incidences</b>	Investigations into matters that pose a serious risk to public health are received, assessed and if appropriate started within 24 hours (i.e., asbestos, P-labs, contaminated land, hazardous substances) (9.0.21)	100%

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## 5. How assets will be managed to deliver the services

**Regulatory Compliance and Licensing building assets include the four buildings in the Dog Shelter, at a total book value of \$1,612,000 (as of 1 May 2023)**

### Managing our assets

Asset Snapshot:

- Any existing fleet vehicles are covered under the Fleet Management (under the Corporate Accommodation Asset Management Plan).

As a high-level summary, the assets are managed as the following:

- Reducing emissions (and energy costs) in line with Council's priorities and policies.
- Managing risk, both current and over a longer-term timeframe.
- Managing costs to ensure that any expenditure contributes to achieving Council's outcomes or ensures it meets its obligations, both in the short and long term.
- Improving knowledge of our assets and their performance to better inform decision making.

### Looking forward

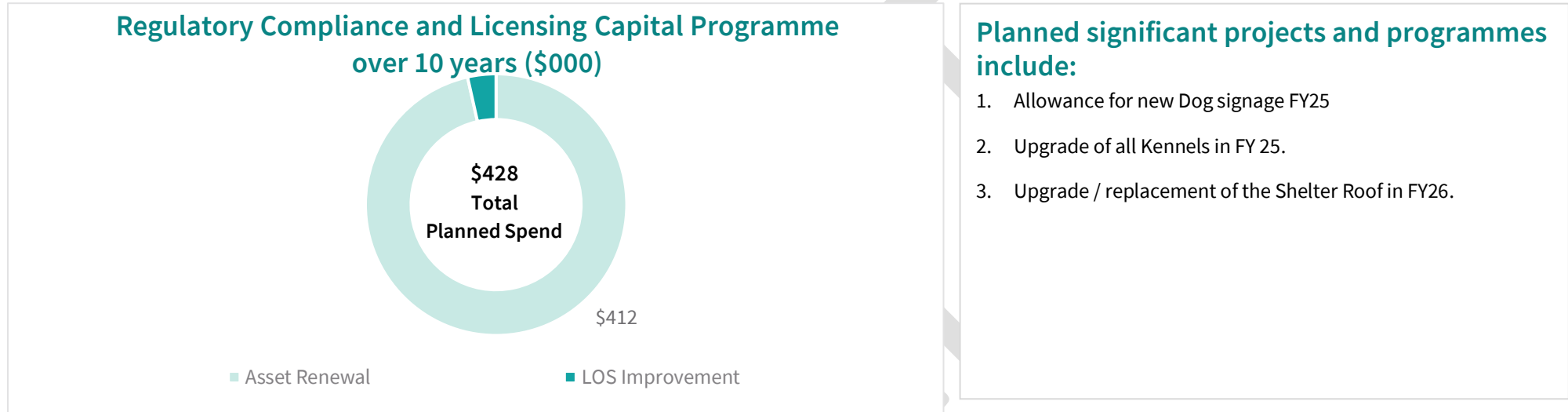
There are several Improvement tasks which have been identified in the course of preparing the Corporate Accommodation Asset Management Plan and which provide specific significant continuous improvement opportunities for the future. These tasks are outlined in Section 4 Continuous Improvement of the AMP. Including:

- Creating a 30 Year Capital Works Plan which can drive a robust future Renewal and Replacement programme.

Please refer to the [Corporate Asset Management Plan](#) for more information on these assets.

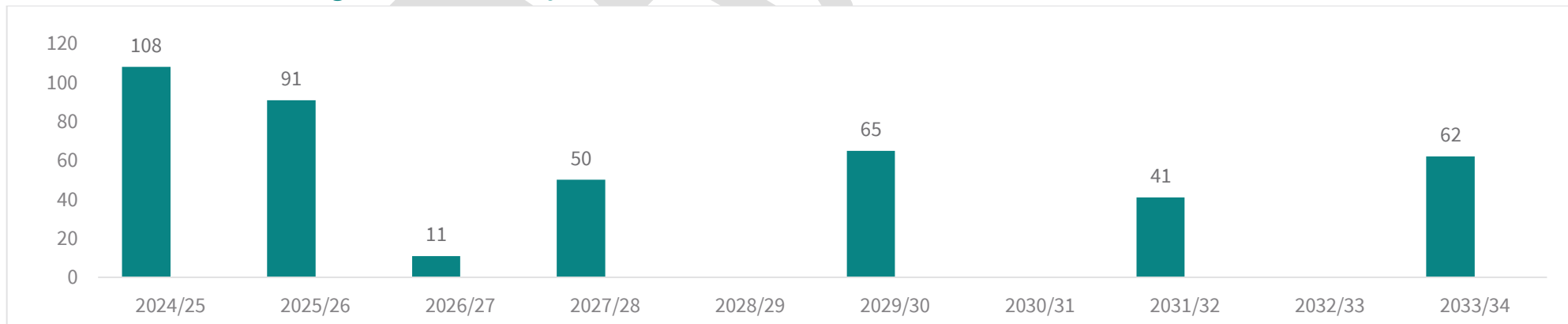
## 6. Capital expenditure and key capital projects

To ensure the continued ability to deliver on our activities and services, and contributing to our community outcomes and strategic priorities, projects have been planned and budgeted for the next 10 years. The Corporate Accommodation Asset Management Plan (AMP) includes the building assets that comprise the Animal Shelter facility. Building and Fleet asset renewals and replacements are covered by the Facilities and Asset Planning Activity Plan and Capital Budgets.



Any new Fleet Vehicles will need to be funded by the Regulatory Compliance and Licensing Activity

### Total Planned Capital Programme summary (\$000)



See [Asset Management Plans](#) for more detail on the Planned Capital Programme.



# 7. Financial resources needed

## 7.1. Resources needed

Financial projections reflect the direction from Council as at the adoption meetings of 14, 21, 27 February 2024.

### Regulatory Compliance & Licencing

000's	LTP 2024/25	LTP 2025/26	LTP 2026/27	LTP 2027/28	LTP 2028/29	LTP 2029/30	LTP 2030/31	LTP 2031/32	LTP 2032/33	LTP 2033/34
<b>Activity Costs Before Overheads by Service</b>										
Animal Management	1,913	1,969	2,013	2,060	2,108	2,155	2,201	2,245	2,290	2,333
Food Safety & Health Licencing	391	388	390	388	385	379	379	370	371	384
Alcohol Licencing	1,008	1,035	1,055	1,076	1,098	1,119	1,140	1,163	1,186	1,208
Environmental Health	1,626	1,688	1,732	1,783	1,836	1,891	1,938	1,994	2,040	2,073
Compliance & Investigations	2,817	2,899	2,963	3,031	3,101	3,169	3,235	3,300	3,366	3,430
Regulatory Compliance Public Advice	141	147	151	156	160	166	170	175	180	182
	<b>7,897</b>	<b>8,126</b>	<b>8,304</b>	<b>8,494</b>	<b>8,689</b>	<b>8,879</b>	<b>9,064</b>	<b>9,247</b>	<b>9,433</b>	<b>9,611</b>
<b>Activity Costs by Cost Type</b>										
Direct Operating Costs	1,387	1,424	1,453	1,484	1,515	1,545	1,575	1,606	1,638	1,669
Direct Maintenance Costs	74	77	78	80	82	84	86	87	89	91
Staff and Contract Personnel Costs	6,217	6,400	6,542	6,693	6,849	7,001	7,149	7,294	7,441	7,581
Other Activity Costs	218	225	231	237	243	249	255	260	265	270
<b>Overheads, Indirect and Other Costs</b>										
Depreciation	80	44	45	45	46	47	48	49	50	51
Debt Servicing and Interest										
<b>Total Activity Cost</b>	<b>10,893</b>	<b>11,271</b>	<b>11,505</b>	<b>11,835</b>	<b>12,196</b>	<b>12,531</b>	<b>12,833</b>	<b>13,210</b>	<b>13,484</b>	<b>13,674</b>
<b>Funded By:</b>										
Fees and Charges	5,674	5,676	5,814	5,880	5,947	6,012	6,076	6,138	6,202	6,263
Grants and Subsidies										
Cost Recoveries	10	11	11	11	11	12	12	12	12	13
Other Revenues	216	217	227	233	238	243	248	253	258	263
<b>Total Operational Revenue</b>	<b>5,901</b>	<b>5,903</b>	<b>6,053</b>	<b>6,124</b>	<b>6,196</b>	<b>6,267</b>	<b>6,337</b>	<b>6,404</b>	<b>6,473</b>	<b>6,539</b>
<b>Net Cost of Service</b>	<b>4,992</b>	<b>5,367</b>	<b>5,453</b>	<b>5,711</b>	<b>5,999</b>	<b>6,264</b>	<b>6,496</b>	<b>6,806</b>	<b>7,011</b>	<b>7,135</b>
<b>Funding Percentages</b>										
Rates	46%	48%	47%	48%	49%	50%	51%	52%	52%	52%
Fees and Charges	52%	50%	51%	50%	49%	48%	47%	46%	46%	46%
Grants and Subsidies	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Cost Recoveries	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Other Revenues	2%	2%	2%	2%	2%	2%	2%	2%	2%	2%
<b>Capital Expenditure</b>										
Replace Existing Assets	92	91	11	50		65		41		62
Improved Service Levels	15									
<b>Total Activity Capital</b>	<b>108</b>	<b>91</b>	<b>11</b>	<b>50</b>		<b>65</b>		<b>41</b>		<b>62</b>

## 7.2. Funding consideration and outcome

Section 101 Local Government Act 2002 - Funding Consideration. The following tables are based on the financials from the previous page.

Council funds the Regulatory Compliance and Licensing Activity through Fees & Charges and Rates. This means that the funding comes predominately from user pay License Fees, with the remainder being rates funded.

- **Operating expenditure** is largely funded through general rates as the Regulatory Compliance & Licensing Activity benefits the community as a whole, and the benefits are received mostly in the same year the expenditure is incurred.
- **Capital expenditure** is largely funded from rates in the year the expenditure occurs as the capital expenditure is mostly on asset renewals.

This funding approach is based on applying the following main funding principles to determine the funding policy.

### Funding principles considered for operating costs

Consideration for funding method	Result	Implication
<b>User-Pays</b> <i>the degree to which the Activity can be attributed to individuals or identifiable groups rather than the community as a whole</i>	Medium	Funded from fees and charges
<b>Exacerbator-Pays</b> <i>the degree to which the Activity is required as a result of the action (or inaction) of individuals or identifiable groups</i>	Medium	Funded from fees and charges
<b>Inter-Generational Equity</b> <i>the degree to which benefits can be attributed to future periods</i>	Low	Funded in the year costs incurred
<b>Separate Funding?</b> <i>the degree to which the costs and benefits justify separate funding for the Activity</i>	Medium	Funded from rates

### Outcome: Funding for operating costs

Source	Proportion funded*	Funding Mechanisms
Individual / Group	Medium	Fees & Charges (Medium)
Community	Medium	General Rates (Medium) Grants & Other (Low)

### Funding of net capital expenditure

Net means after specific capital grants/subsidies/funding

Category of capex	How it is funded initially - Refer also to Financial Strategy	Proportion*
<b>Renewal/replacement</b>	<i>Mix of rates and debt, but mostly rates – because the renewal / replacement programme is continuous. In future years, debt repayment is funded by rates.</i>	High
<b>Service improvement</b>	<i>Debt – because the benefits of capital expenditure on service improvement are received in future periods. In future years, debt repayment is funded by rates.</i>	Low
<b>Growth</b>	<i>Development contributions and debt – because the benefits of capital expenditure relating to growth are received in future periods. In future years, debt repayment is funded by a mix of development contributions and rates.</i>	Low

### Outcome: Initial funding for capital

Initial funding source	Proportion of capex funded*
Rates	High
Borrowing	Low
Development Contributions	n/a
Grants and Other	n/a

\* Low = this source provides 0%-25% of the funding for this Activity, Medium = this source provides 25%-75% of the funding for this Activity, High = this source provides 75%-100% of the funding for this Activity

More information on the Council's Finance and Funding Polices can be found in the [Financial Strategy](#) and the [Revenue and Financing Policy](#)

## 8. Possible significant negative impacts on wellbeing



**This activity does not expect to have any significant negative effects on social, economic, environmental, or cultural wellbeing of the local community, now or in the future.**

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# Appendices



## A. Appendix A: Levels of Service detail

### A.1. Continuous Improvement Review (S17A) – Recommendations for change

No Continuous Improvement Reviews (S17A) have been identified for this Activity.

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## A.2. Levels of Service: Performance measures in detail

Level of Service statement (What we will provide)	LOS	Measures of success (What our community can expect)	Performance Targets/Outputs				Method of Measurement	Community Outcome	Historic Performance Trends	Benchmarks	C/M
			2024/25	2025/26	2026/27	2027 - 34					
<b>Animal Management Services prioritise activities that promote and protect community safety</b>											
<b>Animal Management Services prioritise activities that promote and protect community safety</b>	9.0.1	Incidences where there is an immediate public safety risk (aggressive dog behaviour and wandering stock) are responded to within 15 minutes of being reported to Council		98%			Monthly report received and reviewed that details time compliant received and time officer initiated the complaint	Collaborative and confident	2023: 98% 2022: 100% 2021: 89% 2019: 99% 2018: 99%	Auckland Council LOS specifies urgent complaints such as dog attacks responded to within one hour (95%)	C
	9.0.31	Nuisance complaints are responded to within 24 hours of being reported to Council		98%			Monthly report received and reviewed that details time compliant received and time officer initiated the complaint	Collaborative and confident	2023: 100% 2022: 100% 2021: New LOS	Auckland Council LOS specifies urgent complaints such as dog attacks responded to within one hour (95%)	C
	9.0.14.1	Properties keeping dogs classified as dangerous are checked for compliance within 1 month of the classification		100%			Reporting is maintained for dogs classified as dangerous. This report details when compliance visit has occurred. Compliance requirements are prescribed by section 32 of the Dog Control Act 1996	Collaborative and confident	2023: 100% 2022: 100% 2021: 100% 2020: 100% 2019: 100%		M
	9.0.14.2	Properties with dogs classified as menacing are checked for compliance within 60 days of classification		100%			Reporting is maintained for dogs classified as menacing. This report details when compliance visit has occurred. Compliance requirements are prescribed by section 32 of the Dog Control Act 1996	Collaborative and confident	2023: 100% 2022: 100% 2021: 100% 2020: 100% 2019: 100%		M
<b>Compliance and Investigations – Building Act, Resource Management Act, Council Bylaws</b>											
<b>Protect community safety through the timely and effective response to complaints about public safety</b>	9.0.28.2	Compliance investigations are initiated within 3 working days of being reported to Council		95%			Reports of non-compliance are recorded via the Councils complaints system. The date and time of investigation actions are recorded as an event	Collaborative and confident	2023: 100% 2022: 100% 2021: 96% 2020: 95% 2019: 95%		M
	9.0.3.1	All investigations of dangerous building reports are initiated, and identified hazards secured, within 24 hours, 7 days a week		100%			Dangerous building incidences are recorded via Councils complaints system  Records are updated detailing the time and date of actions taken to “make safe” the site	Collaborative and confident	2023: 100% 2022: 100% 2021: 100% 2020: 100% 2019: 100%		C
	9.0.3.2	All investigations into reports of incidents covered by the Resource Management Act that meet serious risk to public safety criteria are initiated within 24 hours, 7 days a week		100%			Public safety incidences are recorded via Councils complaints system	Collaborative and confident	2023: No incidents 2022: 100% 2021: 100% 2020: 100%		C

Level of Service statement (What we will provide)	LOS	Measures of success (What our community can expect)	Performance Targets/Outputs				Method of Measurement	Community Outcome	Historic Performance Trends	Benchmarks	C/M
			2024/25	2025/26	2026/27	2027 - 34					
							The date and time of investigation actions are recorded as an event	2019: No incidents 2018: 100%			
<b>Alcohol Licensing services</b>											
Protect the health and safety of the community by Licensing and monitoring high risk alcohol premises	9.0.4	Very High/High risk alcohol premises are visited at least once a year		100%			A register of premises and risk ratings (determined by the Regulations) is kept. Inspection numbers of very high / high risk premises is recorded and reported monthly	Collaborative and confident	2023: 100% 2022: 100% 2021: 100% 2020: 100% 2019: 100% 2018: 100%	Wellington Council LOS specifies the percentage of medium, high and very high-risk premises that are inspected annually	C
<b>Food Safety and Health Licensing</b>											
Food premises are safe and healthy for the public	9.0.19	Food premises issued with corrective actions are visited within 5 working days of the time specified for compliance		95%			A record of all corrective actions issued is maintained including the time and date of compliance visits	Collaborative and confident	2023: 100% 2022: 100% 2021: 97% 2020: 100% 2019: 95%		C
	9.0.5	Scheduled Food Control Plan verification visits are conducted		98%			A record of scheduled Food Control Plan verification visits is kept  The date and time of verification visits is recorded	Collaborative and confident	2023: 87.3% 2022: 94% 2021: 76% 2020: 83% 2019: 98%	Auckland Council LOS specifies the percentage of D/E graded food premises re-inspected within one month	C
All other premises holding a Health Licence are safe and healthy for the public (excluding food premises)	9.0.23	Health Licenses, e.g., Hairdressers, Funeral Directors and Camping Grounds inspected annually		50%			A register of all Licenses is maintained, and an inspection schedule is implemented based on 50% achievement per annum	Collaborative and confident	2023: 53% 2022: More than 50% scheduled inspections completed 2021: 61% scheduled inspections completed 2020: 48% scheduled inspections completed 2019: 100% scheduled inspections completed		M

Environmental Health including noise and environmental nuisance								
Protect community safety through the timely and effective response to notifications of public health incidences	9.0.21	Investigations into matters that pose a serious risk to public health are received, assessed and if appropriate started within 24 hours (i.e., asbestos, P-labs, contaminated land, hazardous substances)	100%	Public health incidences are recorded via the Council's customer service request system  Date and time of initiation is recorded as an event in the CSR system	Collaborative and confident	2023: 100% 2022: 100% 2021: 100% 2020: 100% 2019: 100% 2018: 100%	Waikato Council LOS specifies percentage of environmental health complaints responded to within agreed timeframes	C
The community is not subjected to inappropriate noise levels	9.0.8	Complaints in relation to excessive noise are responded to within one hour	90%	Weekly reports are received from contractor, detailing site, time of call out, time of visit and running total of % of responses that meet the 1-hour timeframe. Complaints about excessive noise are recorded in the Council's customer service request system  Date and time of -response is recorded as an event	Collaborative and confident	2023: 89.1% 2022: 87.8% 2021: 91.6% 2020: 93% 2019: 85% 2018: 93.2%	Auckland Council LOS specifies percentage of noise complaints responded to within 30 minutes for urban areas or 60 minutes for rural areas	C

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## A.3. Levels of Service changes from Long-term Plan 2021-31, and why

*Related Levels of Service (now known as Measures of Success and Targets) have been grouped together under Level of Service Statements. This provides a reduced suite of levels of service that are most critical and meaningful, rationalising the overall number to be presented in the LTP and included in future reporting to ELT, Council, and the community, while ensuring continued transparency of non-financial performance across services. Applying this process has resulted in no material changes to Measures of Success or Targets beyond those specifically set out below.*

### Deletions

Activity / Level of Service	Change from 2021-31 LTP	Reason/Rationale	Options for Consultation
9.0.17 (C) Protect the health and safety of the community by ensuring Resource Management Act activities comply with legislative requirements. Target: 100% of high-risk Resource Management Act consents are monitored at least once every 3 months	Moved to Strategic Planning and Resource Consents	In preparation of pending RMA reform and as part of organisational realignment all RMA Consenting activities have been combined into one Unit.	Consultation not required: LOS retained in the LTP.
9.0.17.1 Protect the health and safety of the community by ensuring Resource Management Act activities comply with legislative requirements. Target: 95% of clean fill sites monitored at least once every 3 months	Moved to Strategic Planning and Resource Consents	In preparation of pending RMA reform and as part of organisational realignment all RMA Consenting activities have been combined into one Unit.	Consultation not required: LOS retained in the LTP.

### New

**This Activity has no new levels of service.**

### Amendments

Activity / Level of Service	Change from 2021-31 LTP	Reason/Rationale	Options for Consultation
9.0.1 (C)	Measure of success changed from within 10 minutes to within 15 minutes.	To allow for complaint handover from Initial receipt at the Contact centre team for the Animal Management team	No specific consultation required. Change also noted in the Statement of Service Provision.

<p>Animal Management Services prioritise activities that promote and protect community Safety.          Measure of success: Incidences where there is an immediate public safety risk (aggressive dog behaviour and wandering stock) are responded to within 15 minutes of being reported to Council.          Target: 98%</p>		<p>to action. This reflects maximum time to respond rather than minimum response time.</p>	
<p>9.0.14.1 (M) Animal Management Services prioritise activities that promote and protect community Safety.          Target: 100% properties keeping dogs classified as dangerous are checked for compliance within 1 month of the date of classification.</p>	<p>Target changed  <i>from</i> 100% of properties keeping dogs classified as dangerous are inspected annually  <i>to</i> 100% properties keeping dogs classified as dangerous are checked for compliance within 1 month of the date of classification.</p>	<p>Animal Management officers cannot go onto land or premises, unless they have a power of entry provided by statute, the legal opinion we have received advises we do not have a statutory power to go onto land or premises to undertake routine annual visits to check for continued compliance.</p>	<p>No specific consultation required.          Change also noted in the Statement of Service Provision.</p>

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## B. Appendix B: Possible issues impacting the Activity & the mitigations planned

### B.1. Changing customer needs

Population / demographic changes (No impact)

This Activity has identified no possible population / demographic issues impacting the Activity.

Equity and access (No impact)

This Activity has identified no possible equity and access issues impacting the Activity.

Identity and social cohesion (No impact)

This Activity has identified no possible identity and social cohesion issues impacting the Activity.

### B.2. Tiriti Partnerships (No impact)

This Activity has identified no possible Tiriti Partnership issues impacting the Activity.

### B.3. Technological growth (No impact)

This Activity has identified no possible Technological growth issues impacting the Activity.

### B.4. Resilience and environmental considerations

Climate change & adaptation (No impact)

This Activity has identified no possible climate change & adaptation issues impacting the Activity.

## Sustainable development (No impact)

This Activity has identified no possible sustainable development issues impacting the Activity.

## B.5. Infrastructure (No impact)

This Activity has identified no possible infrastructure issues impacting the Activity.

## B.6. Regulations & reform (Low impact)

Issue/driver	Present Position	→ Projection	Impact on services	Mitigating plans
Resource Management reforms	Awaiting the reform to be finalised	<ul style="list-style-type: none"><li>Activity will need to respond if there are legislation changes as part of the reform.</li></ul>	<ul style="list-style-type: none"><li>It is envisaged that this will have minimal impact as complaints response is the area this activity supports in relation to RMA. This should not change as part of the reform.</li></ul>	<ul style="list-style-type: none"><li>Prioritise work based on risk and in accordance with the Compliance Strategy for Regulatory Compliance.</li></ul>
Future for Local government	Awaiting the reform to be finalised	<ul style="list-style-type: none"><li>Activity will need to respond if there are legislation changes as part of the reform.</li></ul>	<ul style="list-style-type: none"><li>Unknown</li></ul>	<ul style="list-style-type: none"><li>Prioritise work based on risk and in accordance with the Compliance Strategy for Regulatory Compliance.</li><li>If more resources are necessary business cases will be developed.</li></ul>

## B.7. Identified Business Unit Risks

Business Units aligned with this activity, i.e., Facilities and Asset Planning, Legal and Democracy, Digital and Community Support & Partnerships, will collaborate to deliver the levels of service for this activity

Strategic priorities risk is associated with	Risk Description	Impact	Likelihood	Inherent Risk Rating	Controls / Mitigations	Residual Risk Rating
<ul style="list-style-type: none"> <li>Be an inclusive and equitable city which puts people at the centre of developing our city and district, prioritising wellbeing, accessibility, and connection.</li> </ul>	<ul style="list-style-type: none"> <li>If we fail to manage our contracts, then we won't be able to respond to complaints quickly and effectively. Resulting in an inability to meet our service levels.</li> </ul>	Moderate	Likely	Medium	<ul style="list-style-type: none"> <li>Proactive contract management.</li> <li>Regular engagement with service provider to maintain oversight of service delivery.</li> <li>Escalate if concerns arise pertaining ability to deliver service.</li> </ul>	Medium
<ul style="list-style-type: none"> <li>Be an inclusive and equitable city which puts people at the centre of developing our city and district, prioritising wellbeing, accessibility, and connection.</li> </ul>	<ul style="list-style-type: none"> <li>If we fail to provide our staff with training opportunities and professional development, then regulatory decisions might not align with our compliance strategy. Resulting in subpar compliance outcomes.</li> </ul>	Moderate	Likely	Medium	<ul style="list-style-type: none"> <li>Team members are competency assessed and work is allocated based on level of competency.</li> <li>Mentoring from Peers, Principal Advisor and Team Leader.</li> <li>Investigation files audited for completeness and consistency.</li> </ul>	Low