

## Part Two – Planning & Regulatory

### Activity Group Five Planning & Regulatory

- Resource Planning
- Environmental Health
- Building Control
- Liquor Control
- Bylaw Compliance
  - Dog Control
  - Livestock Control
  - General Bylaw Enforcement
- Emergency Management

## Part Two – Planning &amp; Regulatory - Resource Planning

# Resource Planning

(Unless otherwise stated the performance measures for years 1-3 are the same as those for years 4-10)

Community Outcomes	Service Category	Proposed Future Levels Of Service	Customer Performance Measures & Targets																		
<p>a) <b>The community outcomes to which this activity primarily contributes are:</b> -</p> <p>i) <i>“an environment that is appreciated, protected and sustained for future generations”</i>; and</p> <p>ii) <i>“a safe and secure community”</i>.</p> <p>b) <b>The ways in which the activity contributes towards the achievement of these outcomes include:</b> -</p> <p>i) the maintenance of a District Plan; and by</p> <p>ii) the Council requiring the obtaining of resource and subdivision consents for specified proposed land use activities; and</p> <p>iii) the development of policies and strategies relating to the District's future development.</p>	<p><b>Demand (including Legislative Obligations) and Quality</b></p>	<p>a) As required by the Resource Management Act 1991, the Council will maintain an Operative District Plan to guide the future development of the District.</p> <p>The present District Plan became operative in June 2005. It does not have to be reviewed again until 2015.</p> <p>The Council will also formulate development policies and strategies, recent examples of which include the Wairoa Coastal Strategy, various Structure Plans for the Mahia locality, and an Urban Strategy for the Wairoa Township.</p> <p>b) The Council will ensure that all subdivision and development in the District takes place in conformity with all of the requirements of the District Plan.</p> <p>The number of resource consents granted during the last five years is: -</p> <table border="1" data-bbox="1137 1118 1552 1278"> <thead> <tr> <th></th> <th>Landuse</th> <th>Subdivision</th> </tr> </thead> <tbody> <tr> <td>03/04</td> <td>31</td> <td>8</td> </tr> <tr> <td>04/05</td> <td>27</td> <td>15</td> </tr> <tr> <td>05/06</td> <td>34</td> <td>12</td> </tr> <tr> <td>06/07</td> <td>35</td> <td>25</td> </tr> <tr> <td>07/08</td> <td>44</td> <td>18</td> </tr> </tbody> </table>		Landuse	Subdivision	03/04	31	8	04/05	27	15	05/06	34	12	06/07	35	25	07/08	44	18	<p>a) Target: - No Council resource consent or land use consent decisions subsequently overturned by the Environment Court.</p> <p>b) No instances where legal proceedings have succeeded against the Council, alleging that it has acted unlawfully or has been negligent in the exercise of its responsibilities.</p> <p>c) The number of actual or potential claims that have had to be notified to the Council's Insurers.</p> <p>Target: - None.</p>
	Landuse	Subdivision																			
03/04	31	8																			
04/05	27	15																			
05/06	34	12																			
06/07	35	25																			
07/08	44	18																			

Part Two – Planning & Regulatory - Resource Planning

Community Outcomes	Service Category	Proposed Future Levels Of Service	Customer Performance Measures & Targets															
	<p><b>Health and Safety</b></p>	<p>All of the above responsibilities will be carried out safely.</p>	<p>No health or safety incidents.</p>															
	<p><b>Costs and Funding</b></p>	<p>a) The services will be provided at a cost that will be publicly consulted on annually – via either the LTCCP or Annual Plan preparation process.</p> <p>b) The Council will fund this activity by a combination of user charges and the general rate. The following table shows the approximate share of the cost from each source.</p> <table border="1" data-bbox="1133 772 1554 1048"> <thead> <tr> <th></th> <th>General Rate</th> <th>User Fees and Charges</th> </tr> </thead> <tbody> <tr> <td>Policy Development</td> <td>100%</td> <td></td> </tr> <tr> <td>Consent Applications</td> <td>30%</td> <td>70%</td> </tr> <tr> <td>Consent Monitoring</td> <td></td> <td>100%</td> </tr> <tr> <td>Environmental Monitoring</td> <td>100%</td> <td></td> </tr> </tbody> </table>		General Rate	User Fees and Charges	Policy Development	100%		Consent Applications	30%	70%	Consent Monitoring		100%	Environmental Monitoring	100%		<p>The cost related to this activity did not exceed the approved budget.</p>
	General Rate	User Fees and Charges																
Policy Development	100%																	
Consent Applications	30%	70%																
Consent Monitoring		100%																
Environmental Monitoring	100%																	

## Part Two – Planning &amp; Regulatory - Resource Planning

Community Outcomes	Service Category	Proposed Future Levels Of Service	Customer Performance Measures & Targets
	<b>Customer Relations, Consultation, Council Responsiveness and User Satisfaction</b>	a) All complaints and requests for service will be responded to within the following timeframes: - <ul style="list-style-type: none"> <li>• Verbal complaints – 3 days.</li> <li>• Written complaints and requests for information – 10 days.</li> </ul> b) All applications for consent will be responded to within the following timeframes: - <ul style="list-style-type: none"> <li>i) If not required to be notified – within 20 working days.</li> <li>ii) If required to be notified – notified, and notice served within 10 working days.</li> </ul> c) The Council will aim to ensure that the users of the services and the general public will be satisfied with the overall level of service that is being provided.	a) 100% of applications for consent dealt with within specified timeframes.

**Issues**

Please note, you may need to refer to the Significant Issues section found at the front of this Volume.

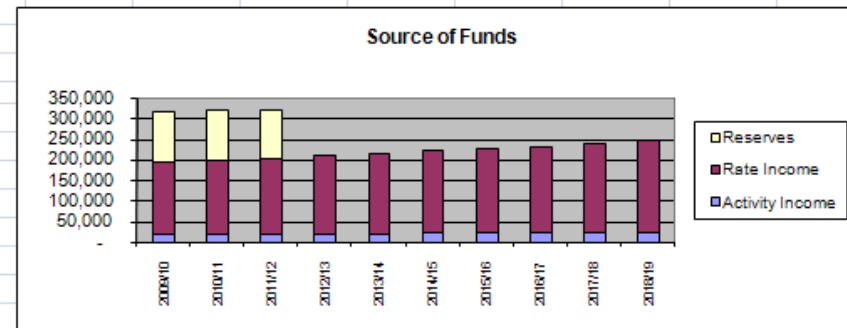
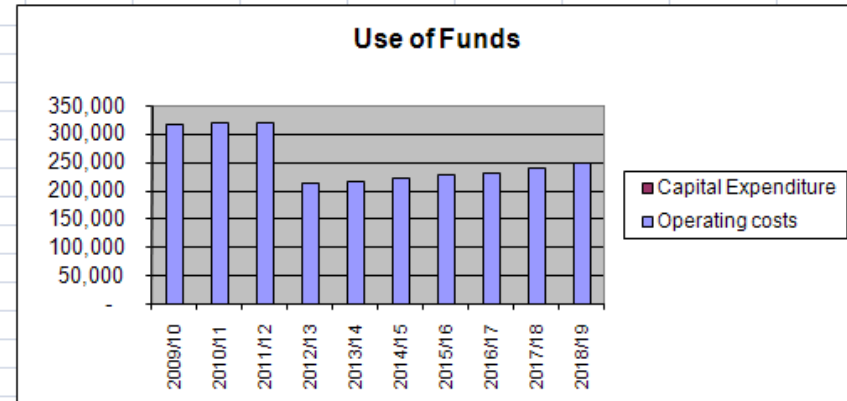
For further information, please refer to the detailed Activity Management Plan in Volume 2 of this Long Term Council Community Plan.

Part Two – Planning & Regulatory - Resource Planning

Activity Costs

**PROJECTED 10 YEAR FINANCIAL SUMMARY - RESOURCE PLANNING**

	2009/10	2010/11	2011/12
<b>Expenditure</b>			
Operational Costs	273,780	285,097	287,943
Interest	-	-	-
Overhead Allocation	41,400	34,100	32,200
Depreciation	-	-	-
<b>Total Operating Costs</b>	<b>315,180</b>	<b>319,197</b>	<b>320,143</b>
<b>Activity Income - Service Charges</b>	<b>16,990</b>	<b>18,842</b>	<b>19,267</b>
<b>Net Cost of Service</b>	<b>298,190</b>	<b>300,355</b>	<b>300,876</b>
<b>Capital Expenditure</b>			
Renewals	-	-	-
	-	-	-
<b>Funding Required</b>	<b>298,190</b>	<b>300,355</b>	<b>300,876</b>
<b>Funded by:</b>			
Rate Income	178,190	180,355	180,876
Subsidies	-	-	-
Reserves- Operational Funding	120,000	120,000	120,000
Reserves- Capital Funding	-	-	-
<b>Total Funding</b>	<b>298,190</b>	<b>300,355</b>	<b>300,876</b>



For further information, see the detailed Activity Management Plan in Volume 2 of this Long Term Council Community Plan. A summary of the proposed renewals and new capital works programme relating to this activity is outlined in Volume 2.

## Part Two – Planning &amp; Regulatory - Environmental Health

**Environmental Health**

(Unless otherwise stated the performance measures for years 1-3 are the same as those for years 4-10)

Community Outcomes	Service Category	Proposed Future Levels Of Service	Customer Performance Measures & Targets
<p>a) The community outcomes to which this activity primarily contributes are: -</p> <p>i) <i>“a safe and secure community”</i>, and</p> <p>ii) <i>“a lifetime of good health and well-being”</i>.</p> <p>b) The ways in which this activity contributes towards the achievement of these outcomes include: -</p> <p>i) by the Council providing a uniform system of control to promote and ensure the sale of food which is wholesome and safe; and</p> <p>ii) by the Council carrying out licensing, education and enforcement activities, complaint resolution and monitoring in order to avoid and mitigate adverse effects on public health.</p>	Demand (including Legislative Obligations) and Quality	<p>a) The Council will inspect all premises that are required to be registered under the Health Act 1956, the Food Act 1981, and the Food Hygiene Regulations 1974, for compliance every year, eg: -</p> <ul style="list-style-type: none"> <li>• Food premises;</li> <li>• Hairdressers</li> <li>• Funeral Directors</li> <li>• Camping Grounds</li> </ul> <p>and it will take steps to ensure that all food workers are aware of their obligations.</p> <p>b) It will also: -</p> <p>i) monitor the community's water, wastewater, stormwater and sanitary services to ensure that they are being satisfactorily managed, and are performing satisfactorily, from the health point of view, and will</p> <p>ii) maintain a general overview of the public health of the District and respond to public health complaints.</p>	<p>Targets: -</p> <p>a) 100% of all registered premises inspected during the year.</p> <p>b) No sickness outbreaks that are known to have been caused or are suspected to have been caused by persons purchasing contaminated food, or by the inadequate management (or of some other failing) of the public services.</p> <p>c) 100% of all complaints about unreasonable noise are responded to in accordance with legislation, regulations and Council policy.</p>
	Health and Safety	All of the above responsibilities will be carried out safely.	No health or safety incidents.

Part Two – Planning & Regulatory - Environmental Health

Community Outcomes	Service Category	Proposed Future Levels Of Service	Customer Performance Measures & Targets
	Costs and Funding	<p>The services will be provided at a cost that will be publicly consulted on annually via the LTCCP or Annual Plan process.</p> <p>The Council will fund the activity by way of a combination of user fees and charges and the general rate.</p>	The cost related to this activity did not exceed the approved budget.
	Customer Relations, Consultation, Council Responsiveness and User Satisfaction	<p>a) All complaints will be responded to within the following timeframes: -</p> <ul style="list-style-type: none"> <li>• Verbal complaints – emergencies – 1 hour</li> <li>• Other – 1 day</li> <li>• Written complaints – 10 days</li> </ul> <p>b) The Council will aim to ensure that the users of the service and the general public will be satisfied with the overall level of service that is being provided.</p> <p>c) Maintain “approval” status as organisation and Environmental Health Officer.</p>	Target: - Not less than 95% of all complaints dealt with within the specified timeframes.

**Issues**

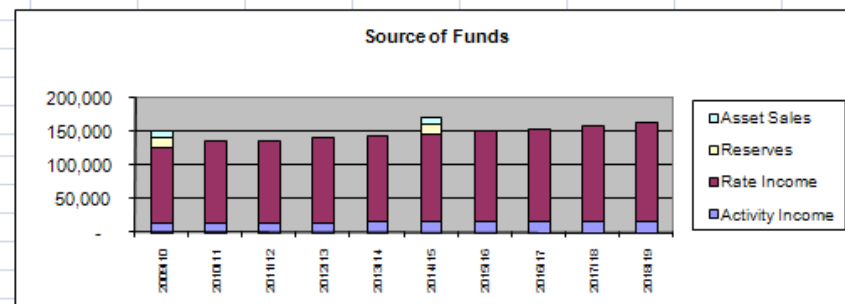
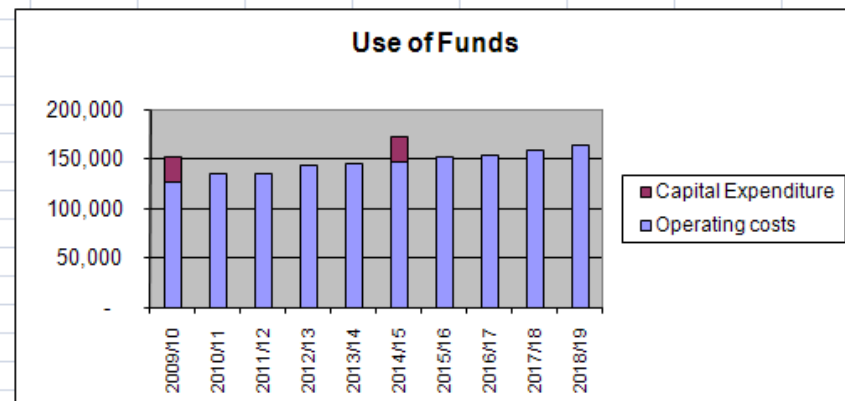
Please note, you may need to refer to the Significant Issues section found at the front of this Volume.

For further information, please refer to the detailed Activity Management Plan in Volume 2 of this Long Term Council Community Plan.

Part Two – Planning & Regulatory - Environmental Health

Activity Costs

PROJECTED 10 YEAR FINANCIAL SUMMARY - ENVIRONMENTAL HEALTH			
	2009/10	2010/11	2011/12
<b>Expenditure</b>			
Operational Costs	97,340	104,993	106,253
Interest	-	-	-
Overhead Allocation	23,300	23,700	22,500
Depreciation	6,500	6,500	6,500
<b>Total Operating Costs</b>	<b>127,140</b>	<b>135,193</b>	<b>135,253</b>
<b>Activity Income - Service Charges</b>	<b>12,900</b>	<b>14,306</b>	<b>14,629</b>
<b>Net Cost of Service</b>	<b>114,240</b>	<b>120,887</b>	<b>120,624</b>
<b>Capital Expenditure</b>			
Renewals	25,000	-	-
	25,000	-	-
<b>Funding Required</b>	<b>139,240</b>	<b>120,887</b>	<b>120,624</b>
<b>Funded by:</b>			
Rate Income	114,240	120,887	120,624
Asset Sales	10,000	-	-
Reserves	15,000	-	-
<b>Total Funding</b>	<b>139,240</b>	<b>120,887</b>	<b>120,624</b>



For further information, see the detailed Activity Management Plan in Volume 2 of this Long Term Council Community Plan. A summary of the proposed renewals and new capital works programme relating to this activity is outlined in Volume 2.

Part Two – Planning & Regulatory - Building Control

# Building Control

(Unless otherwise stated the performance measures for years 1-3 are the same as those for years 4-10)

Community Outcomes	Service Category	Proposed Future Levels Of Service	Customer Performance Measures & Targets										
<p>(a) <b>The community outcomes to which this activity primarily contributes are: -</b></p> <p>i) <i>“a strong, prosperous and thriving community”;</i></p> <p>ii) <i>“an environment that is appreciated, protected and sustained for future generations”;</i></p> <p>iii) <i>“a safe and secure community”;</i> and</p> <p>iv) <i>a lifetime of good health and well-being.</i></p> <p>(b) <b>The way in which the activity contributes towards the achievement of these outcomes is by the Council:</b></p> <p>-</p> <p>i) issuing consents for, and by monitoring and enforcing compliance with, all of the requirements of the Building Act 2004 and associated regulations, to ensure that all building, plumbing and drainage work that occurs in the District is undertaken in a safe, secure, and proper manner; and</p> <p>ii) by ensuring that all known swimming pools are fenced to prevent potential</p>	<p><b>Demand (including Obligations) and Quality Legislative</b></p>	<p>(a) Pursuant to the requirements of the Building Act 2004, the Council will monitor and exercise control over all building work that is undertaken in the District; and</p> <p>(b) It will monitor and enforce the requirements of the Fencing of Swimming Pools Act 1977.</p> <p>During the last five years, the number of building consents issued by the Council is:-</p> <table border="1" data-bbox="1176 821 1366 949"> <tr> <td>03/04</td> <td>296</td> </tr> <tr> <td>04/05</td> <td>334</td> </tr> <tr> <td>05/06</td> <td>348</td> </tr> <tr> <td>06/07</td> <td>279</td> </tr> <tr> <td>07/08</td> <td>245</td> </tr> </table>	03/04	296	04/05	334	05/06	348	06/07	279	07/08	245	<p>(a) Accreditation as a Building Consent Authority (as required by the Building Act) obtained (either directly or indirectly), and no compliance issues subsequently raised by the Building Consent Authority.</p> <p>Targets:-</p> <p>i. Phase 2 - Accreditation achieved by 2010.</p> <p>ii. No compliance issues raised by the Building Consents Authority – Annually.</p> <p>(b) The number of actual claims against the Council notified to the Council’s Insurers during the year.</p> <p>Target:- None.</p> <p>(c) The number of building consents still needing Code of Compliance Certificates: - 1143 @ 30.06.08</p> <p>Target: - 10% reduction annually.</p> <p>2012 – 1029 2013 – 926 2014 - 833 2015 - 750</p> <p>(d) The number of known unfenced or non-complying swimming pools identified</p>
03/04	296												
04/05	334												
05/06	348												
06/07	279												
07/08	245												

Part Two – Planning & Regulatory - Building Control

Community Outcomes	Service Category	Proposed Future Levels Of Service	Customer Performance Measures & Targets
<p>drownings.</p>			<p>during the year.</p> <p>Target: - None.</p> <p>(e) Council responds to 100% of all known illegal or unauthorised buildings (or instances of illegal or unauthorised building work identified during the year).</p> <p>No instances where legal proceedings have been taken against, or have been threatened to be taken against, the Council, alleging that it has acted unlawfully or has been negligent in the exercise of its responsibilities.</p>
	<p><b>Costs and Funding</b></p>	<p>The service will be provided at a cost that will be publicly consulted on annually – via either the LTCCP or Annual Plan processes.</p> <p>The Council will fund this activity entirely from user fees and charges (except the cost of statutory administrative duties, which will be met from the general rate).</p> <p>In this regard, it is predicted that the current charges may have to increase quite significantly in future years, as the more stringent provisions of the Building Act 2004 are progressively implemented.</p>	<p>The level of service as outlined herein was achieved with the total cost being met from fees and charges, and no rate input, except for the Council's statutory administrative duties (and then for a sum that does not exceed the amount in the approved annual budget).</p>

## Part Two – Planning &amp; Regulatory - Building Control

Community Outcomes	Service Category	Proposed Future Levels Of Service	Customer Performance Measures & Targets
	<b>Customer Relations, Consultation, Council Responsiveness and User Satisfaction</b>	<ul style="list-style-type: none"> <li>a) All applications for consent or other information will be processed within the following timeframes:-               <ul style="list-style-type: none"> <li>i) Building Consents – 20 “Working” days.</li> <li>ii) PIMs – 20 days.</li> <li>iii) Code of Compliance Certificates – 20 days.</li> <li>iv) Certificate of Acceptance – 20 days.</li> <li>v) Certificate of Public Use – 20 days.</li> </ul> </li> <li>b) The Council will aim to ensure that the users of the service, and the general public, will be satisfied with the overall level of service that is being provided.</li> </ul>	<ul style="list-style-type: none"> <li>a) The number of consents etc processed within the prescribed times.  Target: - 100%.</li> </ul>

**Issues**

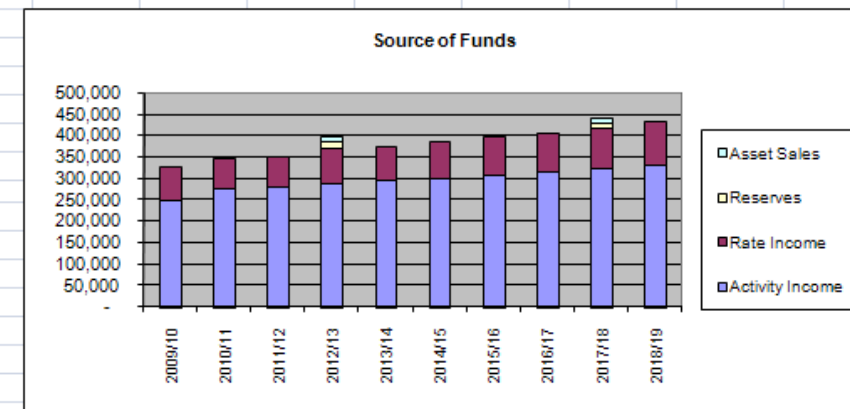
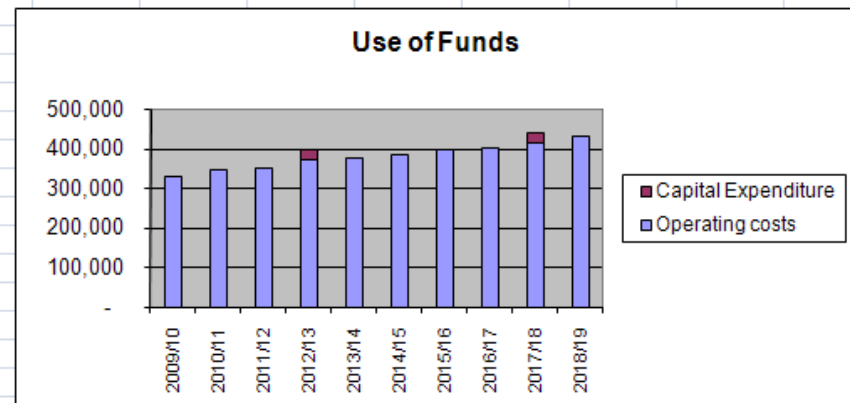
Please note, you may need to refer to the Significant Issues section found at the front of this Volume.

For further information, please refer to the detailed Activity Management Plan in Volume 2 of this Long Term Council Community Plan.

Part Two – Planning & Regulatory - Building Control

Activity Costs

PROJECTED 10 YEAR FINANCIAL SUMMARY - BUILDING CONTROL			
	2009/10	2010/11	2011/12
<b>Expenditure</b>			
Operational Costs	260,180	278,881	283,585
Interest	-	-	-
Overhead Allocation	61,300	62,600	60,800
Depreciation	5,200	5,200	5,200
<b>Total Operating Costs</b>	<b>326,680</b>	<b>346,681</b>	<b>349,585</b>
<b>Activity Income - Service Charges</b>	<b>246,920</b>	<b>273,834</b>	<b>280,007</b>
<b>Net Cost of Service</b>	<b>79,760</b>	<b>72,847</b>	<b>69,578</b>
<b>Capital Expenditure</b>			
Renewals	-	-	-
	-	-	-
<b>Funding Required</b>	<b>79,760</b>	<b>72,847</b>	<b>69,578</b>
<b>Funded by:</b>			
Rate Income	79,760	72,847	69,578
Asset Sale	-	-	-
Reserves	-	-	-
<b>Total Funding</b>	<b>79,760</b>	<b>72,847</b>	<b>69,578</b>



For further information, see the detailed Activity Management Plan in Volume 2 of this Long Term Council Community Plan. A summary of the proposed renewals and new capital works programme relating to this activity is outlined in Volume 2.

## Part Two – Planning &amp; Regulatory - Liquor Control

# Liquor Control

(Unless otherwise stated the performance measures for years 1-3 are the same as those for years 4-10)

Community Outcomes	Service Category	Proposed Future Levels Of Service	Customer Performance Measures & Targets
<p>c) <b>The community outcomes to which this activity primarily contributes are:-</b></p> <p>i) <i>“an environment that is appreciated, protected and sustained for future generations”;</i></p> <p>ii) <i>“a safe and secure community”;</i> and</p> <p>iii) <i>“a lifetime of good health and well-being”.</i></p> <p>d) <b>The way in which the activity contributes towards the achievement of these outcomes is by the Council:-</b></p> <p>i) carrying out licensing, monitoring and enforcement activities, to ensure that the sale and supply of liquor is properly managed and controlled, in order to protect public health and prevent anti-social community impacts.</p>	<p><b>Demand (including Legislative Obligations) and Quality</b></p>	<p>As the District Licensing Agency, the Council will issue ‘On, Off and Club’ licenses that allow the sale and supply of liquor, and will inspect the premises for compliance each year.</p> <p>It will also process applications for renewal licences and for ‘Special Licences’ (which are licences that allow the sale and supply of liquor at events such as sporting occasions, street parties and other functions).</p>	<p>Targets: -</p> <p>a) 100% of all ‘On, Off and Club’ licensed premises inspected during the year.</p> <p>b) Council responds in accordance with legislation to 100% of all known unlicensed liquor premises or other activities in contravention of the requirements of the Sale of Liquor Act 1989.</p> <p>c) Council responds in accordance with legislation to 100% of all situations where licences have to be suspended or revoked during the year.</p>

## Part Two – Planning &amp; Regulatory - Liquor Control

Community Outcomes	Service Category	Proposed Future Levels Of Service	Customer Performance Measures & Targets
	<b>Costs and Funding</b>	a) The services will be provided at a cost that will be publicly consulted on annually – via either the LTCCP or Annual Plan preparation process.  b) The Council will fund the activity by a combination of user fees and charges and the general rate.	The cost related to this activity did not exceed the approved budget.
	<b>Customer Relations, Consultation, Council Responsiveness and User Satisfaction</b>	a) All complaints will be responded to within the following timeframes: - <ul style="list-style-type: none"> <li>• Verbal complaints - emergencies – 1 hour.</li> <li>• Other – 1 day.</li> <li>• Written complaints – 10 days.</li> </ul> b) The Council will aim to ensure that the users of the service and the general public will be satisfied with the overall level of service that is being provided.	a) Target: - Not less than 95% of all complaints dealt with within the specified timeframes.

**Issues**

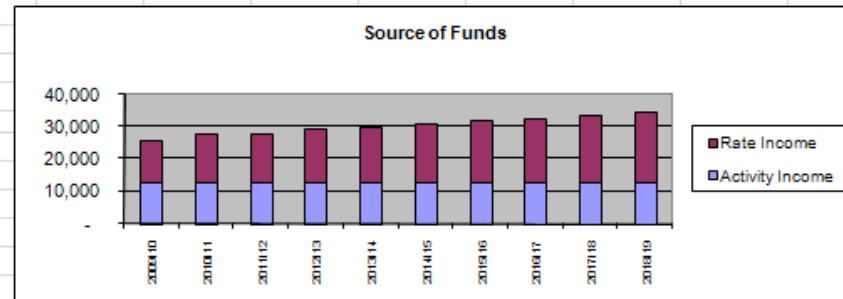
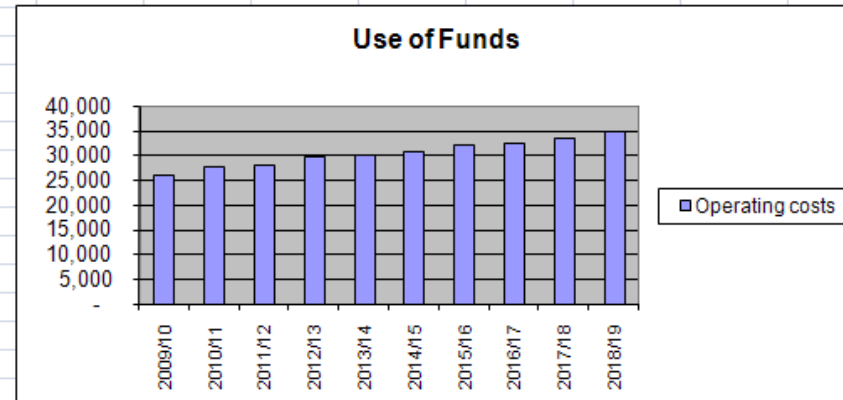
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For further information, please refer to the detailed Activity Management Plan in Volume 2 of this Long Term Council Community Plan.

Part Two – Planning & Regulatory - Liquor Control

Activity Costs

PROJECTED 10 YEAR FINANCIAL SUMMARY - LIQUOR CONTROL			
	2009/10	2010/11	2011/12
<b>Expenditure</b>			
Operational Costs	21,080	22,721	23,155
Interest	-	-	-
Overhead Allocation	4,800	4,900	4,800
Depreciation	-	-	-
<b>Total Operating Costs</b>	<b>25,880</b>	<b>27,621</b>	<b>27,955</b>
<b>Activity Income - Service Charges</b>	<b>12,740</b>	<b>12,740</b>	<b>12,740</b>
<b>Net Cost of Service</b>	<b>13,140</b>	<b>14,881</b>	<b>15,215</b>
<b>Capital Expenditure</b>			
Renewals	-	-	-
	-	-	-
<b>Funding Required</b>	<b>13,140</b>	<b>14,881</b>	<b>15,215</b>
<b>Funded by:</b>			
Rate Income	13,140	14,881	15,215
Asset Sales	-	-	-
Reserves	-	-	-
<b>Total Funding</b>	<b>13,140</b>	<b>14,881</b>	<b>15,215</b>



For further information, see the detailed Activity Management Plan in Volume 2 of this Long Term Council Community Plan. A summary of the proposed renewals and new capital works programme relating to this activity is outlined in Volume 2.

## Part Two – Planning &amp; Regulatory – Bylaw Compliance - Dog Control

**Bylaw Compliance - Dog Control**

(Unless otherwise stated the performance measures for years 1-3 are the same as those for years 4-10)

Community Outcomes	Service Category	Proposed Future Levels Of Service	Customer Performance Measures & Targets
<p>The community outcomes to which this activity primarily contributes are: -</p> <p><i>An environment that is appreciated, protected and sustained for future generations.</i></p> <p><i>A safe and secure community.</i></p> <p><i>A lifetime of good health and well-being.</i></p> <p><b>The way in which the activity contributes towards the achievement of these outcomes is by the Council making provision for the care and control of dogs in the District by: -</b></p> <p>i) ensuring immediate action is taken whenever problems relating to dangerous and menacing dogs come to the Council's notice.</p> <p>ii) imposing on the owners of dogs, obligations designed to ensure that dogs do not cause a nuisance to any person, and do not injure, endanger or cause distress to any person – or cause distress to any stock, poultry, domestic</p>	<p><b>Demand (including Legislative Obligations) and Quality</b></p>	<p>The Council will exercise its responsibilities under the Dog Control Act 1996 and the Dog Control Amendment Act 2003, including: -</p> <p>a) the maintenance and regular review of a Dog Control Policy and of a Dog Control Bylaw;</p> <p>b) the maintenance of a register of all known dogs in the District;</p> <p>c) the promotion of responsible dog ownership;</p> <p>d) impounding (and, if not claimed, destroying) stray dogs; and</p> <p>e) responding to complaints about dangerous / stray / barking / nuisance dogs etc.</p> <p>It will issue a public report annually about the administration of its policy and dog control practices, including information relating to: -</p> <p>i) the number of registered dogs in the District (currently about 3,580);</p> <p>ii) the number of probationary owners and disqualified owners within the District.</p>	<p>a) Target: - All known dogs registered by 30 June each year.</p> <p>b) Annual Report about the administration of the Council's policy and dog control practices adopted by 30 August each year.</p> <p>c) Council responds in accordance with legislation to 100% of complaints in relation to instances of: -</p> <p>i) dogs attacking persons or animals;</p> <p>ii) dogs rushing at persons, animals, or vehicles;</p> <p>iii) dogs causing serious injury;</p> <p>iv) dogs at large and an immediate disturbance or threat to wildlife.</p>

## Part Two – Planning &amp; Regulatory – Bylaw Compliance - Dog Control

Community Outcomes	Service Category	Proposed Future Levels Of Service	Customer Performance Measures & Targets
<p>animal or protected wildlife.</p> <p>iii) requiring dogs to be registered.</p>		<p>iii) the number of dogs classified as dangerous and menacing;</p> <p>iv) the number of infringement notices issued;</p> <p>v) the number of complaints received, and the number of prosecutions taken.</p>	
	<b>Health and Safety</b>	All of the above responsibilities will be carried out safely.	No health or safety incidents.
	<b>Costs and Funding</b>	<p>a) The services will be provided at a cost that will be publicly consulted on annually – via either the LTCCP or Annual Plan preparation process.</p> <p>b) 90% of the cost of this activity will be funded from Dog Control fees, with the balance of 10% being met from the general rate.</p>	The cost related to this activity did not exceed the approved budget.
	<b>Customer Relations, Consultation, Council Responsiveness and User Satisfaction</b>	<p>a) All complaints will be responded to within the following timeframes: -</p> <ul style="list-style-type: none"> <li>• Urgent complaints – immediately.</li> <li>• Non-urgent verbal complaints – 1 day.</li> <li>• Written complaints – 3 days.</li> </ul> <p>b) The Council will aim to ensure that the users of the service and the general public will be satisfied with the overall level of service that is being provided.</p>	<p>a) Target: - Not more than the number of complaints received in the previous year – in total and by type.</p> <p>b) Not less than 95% of all complaints dealt with within the specified timeframes.</p> <p>c) Not less than 70% of the respondents rate the service as 'fairly good or better' in the annual public satisfaction survey.</p>

**Issues**

Please note, you may need to refer to the Significant Issues section found at the front of this Volume.

For further information, please refer to the detailed Activity Management Plan in Volume 2 of this Long Term Council Community Plan.

## Part Two – Planning &amp; Regulatory - Bylaw Compliance - Livestock Control

**Bylaw Compliance - Livestock Control**

(Unless otherwise stated the performance measures for years 1-3 are the same as those for years 4-10)

Community Outcomes	Service Category	Proposed Future Levels Of Service	Customer Performance Measures & Targets
<p>e) <b>The community outcome to which this activity primarily contributes is:</b> -</p> <p><i>A safe and secure community.</i></p> <p>f) <b>The way in which the activity contributes towards the achievement of this outcome is by:</b></p> <p>Council providing sufficient ranging services to ensure the prompt capture and either return to their owner, or impoundment of wandering stock, to ensure that the animals do not become a danger to the safety of motorists and others.</p>	<p><b>Demand (including Legislative Obligations) and Quality</b></p>	<p>The Council will provide a stock ranging service for the retrieval and impounding of roaming animals on roads other than State Highways.</p> <p>It will also respond to complaints relating to animal nuisances.</p>	<p>a) The extent to which wandering stock poses a danger to traffic in the District as measured by: -</p> <p>i) The number of complaints received about wandering stock.</p> <p>Target:- -10% less than previous year.</p> <p>ii) The number of times stock has had to be impounded during the year.</p> <p>Target:- -10% less than previous year.</p> <p>b) No complaints about the manner in which the Council has carried out its 'Livestock Control' responsibilities.</p>
	<p><b>Health and Safety</b></p>	<p>The Council will carry out its responsibilities in a safe manner.</p>	<p>The number of reported health or safety incidents are the same or less than the previous year.</p>
	<p><b>Costs and Funding</b></p>	<p>The services will be provided at a cost that will be publicly consulted on annually – via either the LTCCP or Annual Plan process.</p> <p>The activity will be funded by fines and pound charges, supplemented by an input from the general rate.</p>	<p>The cost related to this activity did not exceed the approved budget.</p>

Part Two – Planning & Regulatory - Bylaw Compliance - Livestock Control

	<p><b>Customer Relations, Consultation, Council Responsiveness and User Satisfaction</b></p>	<p>a) All complaints will be responded to within the following timeframes: -</p> <ul style="list-style-type: none"> <li>• Urgent complaints – immediately.</li> <li>• Non-urgent verbal complaints – 1 day.</li> <li>• Written complaints – 3 days.</li> </ul> <p>b) The Council will aim to ensure that the general public will be satisfied with the overall level of service that is being provided.</p>	<p>a) Target: - Not more than the number of complaints received in the previous year.</p> <p>b) Not less than 95% of all complaints dealt with within the specified timeframes.</p> <p>c) Not less than 70% of the respondents rate the service as 'fairly good or better' in the annual public satisfaction survey.</p>
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**Issues**

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## Part Two – Planning &amp; Regulatory – Bylaw Compliance – General Bylaw Enforcement

**Bylaw Compliance – General Bylaw Enforcement**

(Unless otherwise stated the performance measures for years 1-3 are the same as those for years 4-10)

Community Outcomes	Service Category	Proposed Future Levels Of Service	Customer Performance Targets & Measures
<p>a) <b>The community outcomes to which this activity primarily contributes are:</b> -</p> <p>i) <i>“an environment that is appreciated, protected and sustained for future generations”;</i></p> <p>ii) <i>“a safe and secure community”;</i> and</p> <p>iii) <i>“a lifetime of good health and well-being”.</i></p> <p>b) <b>The way in which the activity contributes towards the achievement of these outcomes is by:-</b></p> <p>The Council formulating and maintaining up-to-date bylaws, to enable the Council to enforce appropriate action by residents and others whenever the requirements of any particular bylaw are not being adhered to.</p>	<p>Demand (including Legislative Obligations) and Quality</p>	<p>(a) The Council will maintain bylaws for a variety of purposes relating to community well-being.</p> <p>(b) The Council will enforce compliance with its bylaws as and when necessary.</p>	<p>a) The number of occasions when the Council has had to formally enforce compliance with any of its bylaws, or institute a legal action under them during the year.</p> <p>Target: - None.</p> <p>b) Target: - No Court decisions against the Council on the basis that any Council bylaw is, or the Council's enforcement of it has been, unreasonable or ultra vires.</p>

## Part Two – Planning &amp; Regulatory – Bylaw Compliance – General Bylaw Enforcement

Community Outcomes	Service Category	Proposed Future Levels Of Service	Customer Performance Targets & Measures
	Costs and Funding	(a) The service will be provided at a cost that will be publicly consulted on annually via the LTCCP or Annual Plan process.  (b) The Council will fund this activity by way of the general rate.	The cost related to this activity did not exceed the approved budget.
	Customer Relations, Consultation, Council Responsiveness and User Satisfaction	(a) All complaints will be responded to within the following timeframes: - <ul style="list-style-type: none"> <li>• Verbal complaints / emergencies – 1 hour.</li> <li>• Other – 1 day.</li> <li>• Written complaints – 10 days.</li> </ul> (b) The Council will aim to ensure that the users of the service and the general public will be satisfied with the overall level of service that is being provided.	(a) Target: - Not less than 95% of all complaints dealt with within the specified timeframes.

**Issues**

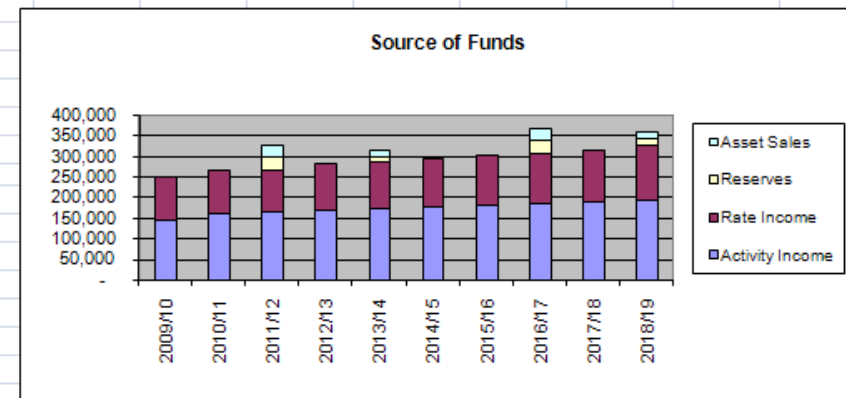
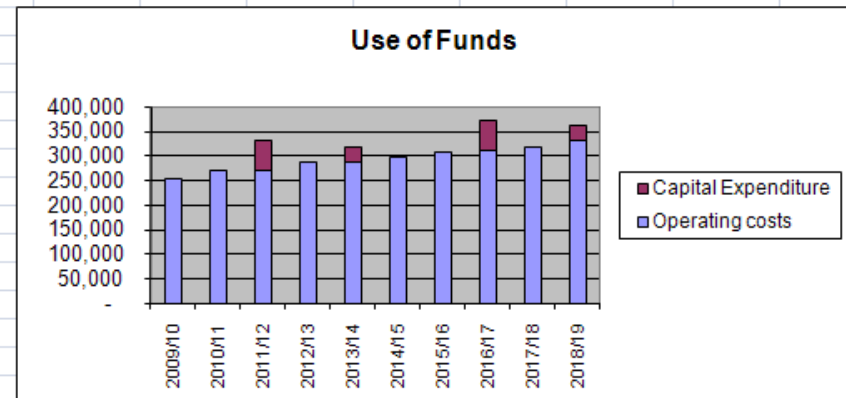
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For further information, please refer to the detailed Activity Management Plan in Volume 2 of this Long Term Council Community Plan.

Part Two – Planning & Regulatory – Bylaw Compliance

Activity Costs

PROJECTED 10 YEAR FINANCIAL SUMMARY - BYLAW COMPLIANCE			
	2009/10	2010/11	2011/12
<b>Expenditure</b>			
Operational Costs	186,820	201,203	204,615
Interest	-	-	-
Overhead Allocation	55,100	56,000	54,400
Depreciation	10,800	10,800	10,800
<b>Total Operating Costs</b>	<b>252,720</b>	<b>268,003</b>	<b>269,815</b>
<b>Activity Income - Service Charges</b>	<b>144,290</b>	<b>160,017</b>	<b>163,625</b>
<b>Net Cost of Service</b>	<b>108,430</b>	<b>107,986</b>	<b>106,190</b>
<b>Capital Expenditure</b>			
Renewals	-	-	60,000
	-	-	60,000
<b>Funding Required</b>	<b>108,430</b>	<b>107,986</b>	<b>166,190</b>
<b>Funded by:</b>			
Rate Income	105,240	104,448	102,573
Asset Sales	-	-	30,000
Reserves - Operational Funding	3,190	3,538	3,617
Reserves - Capital Funding	-	-	30,000
<b>Total Funding</b>	<b>108,430</b>	<b>107,986</b>	<b>166,190</b>



For further information, see the detailed Activity Management Plan in Volume 2 of this Long Term Council Community Plan. A summary of the proposed renewals and new capital works programme relating to this activity is outlined in Volume 2.

Part Two – Planning & Regulatory - Emergency Management

# Emergency Management

(Unless otherwise stated the performance measures for years 1-3 are the same as those for years 4-10)

Community Outcomes	Service Category	Proposed Future Levels Of Service	Customer Performance Targets & Measures
<p>The Community Outcomes to which this activity primarily contributes are:</p> <p>A Life Time Of Good Health And Well-being.</p> <p>A Safe And Secure Community.</p> <p>An Environment that is Appreciated, Protected, and Sustained for Future Generations.</p> <p>The ways in which the activity contributes towards the achievement of these Outcomes include:</p> <p>Local communities working together to reduce the risk of hazards and providing for their own safety and well-being.</p> <p>Partnerships and co-ordination provide for effective response and recovery.</p>	<p><b>Demand</b></p>	<p>Council will work with residents, tangata whenua, businesses, industry, and stakeholders to develop initiatives that promote emergency management preparedness.</p>	<p>Warden Groups are established in Civil Defence Sectors.</p>
	<p><b>Compliance</b></p>	<p>Council will ensure emergency management resources are available to all ratepayers, residents, stakeholders, and visitors to the district when required.</p>	<p>Rural Fire Plan maintained and meets statutory and local requirements.</p>
	<p><b>Readiness/Preparedness</b></p>	<p>Council will be prepared to respond to and manage emergency management incidents.</p>	<p>Response plans and SOP's are current and reflect perceived threats.</p>

## Part Two – Planning &amp; Regulatory - Emergency Management

Community Outcomes	Service Category	Proposed Future Levels Of Service	Customer Performance Targets & Measures
The community is well informed about the risks of Civil Defence and/or Rural Fire emergencies/adverse events and be prepared for any eventuality.	<b>Response/Recovery</b>	Council will provide resources to effectively manage emergency management incidents.	Non-declared and declared events are responded to and recovered from efficiently and effectively in accordance with Hawke's Bay Civil Defence Emergency Management Plans.
	<b>Cost and Funding</b>	Council will deliver an effective, efficient and economical Emergency Management Service, which meets the needs and expectations of our communities.	All preventative maintenance, renewals and other programmed works are completed on time and within budget.  90% rural fire-fighting costs recovered.  100% of claims on the National Rural Fire-Fighting Fund are successful.
	<b>Customer Service and Satisfaction</b>	Council will provide timely response, information, advice and support to the local community.	A Duty Officer is on-call 24/7 for 365 days of the year.

**Issues**

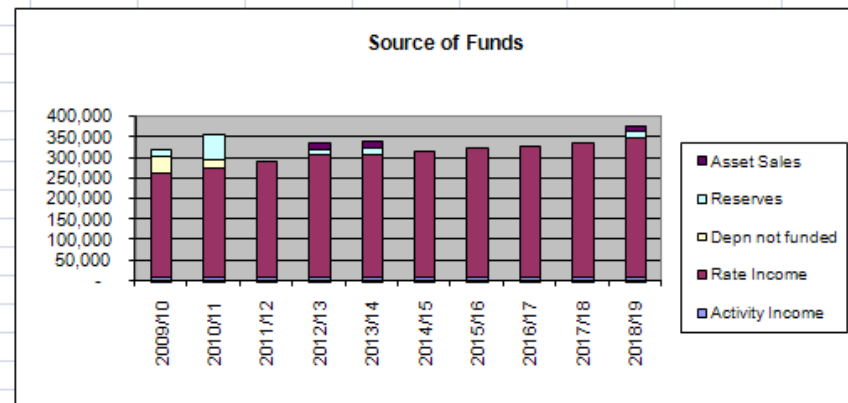
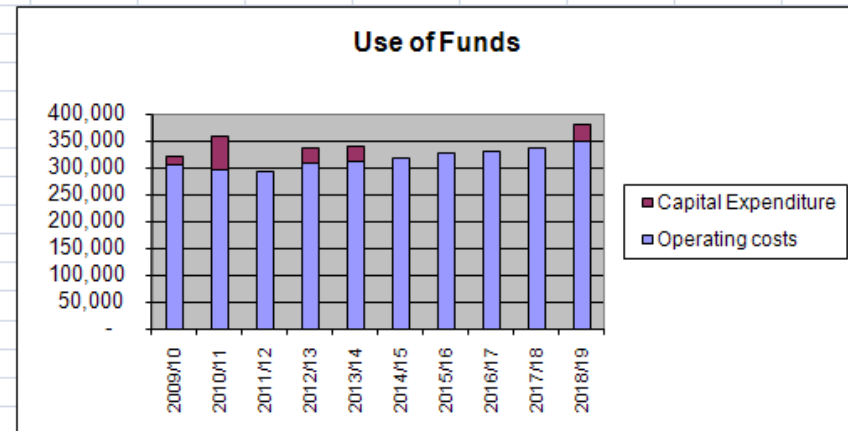
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For further information, please refer to the detailed Activity Management Plan in Volume 2 of this Long Term Council Community Plan.

Part Two – Planning & Regulatory - Emergency Management

Activity Costs

PROJECTED 10 YEAR FINANCIAL SUMMARY - EMERGENCY MANAGEMENT			
	2009/10	2010/11	2011/12
<b>Expenditure</b>			
Operational Costs	185,110	199,513	208,879
Interest	-	-	-
Overhead Allocation	52,900	48,600	43,900
Depreciation	67,000	48,300	39,110
<b>Total Operating Costs</b>	<b>305,010</b>	<b>296,413</b>	<b>291,889</b>
<b>Activity Income - Service Charges</b>	<b>10,500</b>	<b>10,555</b>	<b>10,567</b>
Less depreciation not funded	40,000	21,300	-
<b>Net Cost of Service</b>	<b>254,510</b>	<b>264,558</b>	<b>281,322</b>
<b>Capital Expenditure</b>			
Renewals	15,000	60,000	-
New Capital	15,000	60,000	-
<b>Funding Required</b>	<b>269,510</b>	<b>324,558</b>	<b>281,322</b>
<b>Funded by:</b>			
Rate Income	254,510	264,558	281,322
Asset Sales	-	-	-
Reserves - Capital Funding	15,000	60,000	-
<b>Total Funding</b>	<b>269,510</b>	<b>324,558</b>	<b>281,322</b>



For further information, see the detailed Activity Management Plan in Volume 2 of this Long Term Council Community Plan. A summary of the proposed renewals and new capital works programme relating to this activity is outlined in Volume 2.