

Subject: Full Year Progress on Annual Plan – 1 July 2009 to 30 June 2010 (E&P)

Trevor Freeman ((District Conservator), Pat Collins (Chief Animal Control Officer), Phil Karaitiana (Pests & Plants Controller), Dennis Crone (Team Ldr Water Conservation), Sarwan Kumar (Chief Environmental Health Officer),

Prepared by: Richard Steele (Civil Defence Officer), Ian Petty (Construction/Consents Administrator), Rene Londeman (Principal Rural Fires Officer)

Meeting Date: 15 September 2010

Report to ENVIRONMENT & POLICY Committee for noting

SUMMARY

This report sets out the Environment and Planning Department's full year progress on objectives and reports on performance measures and levels of service for the period 1 July 2009 to 30 June 2010.

A list is attached of performance measures where Council is required to meet statutes (for example, statutory plans, consent response times) as well as those where Council can be satisfied that its own requirements are being met (for example, compliance with its plans and consent conditions).

RECOMMENDATIONS

That the Committee

- 1. receives the report**

Hans van Kregten
Environment and Planning Manager

1. BACKGROUND

Gisborne District Council is a territorial and regional authority. It is responsible for a range of environmental management, stewardship and protection responsibilities; primarily under the Resource Management Act 1991 and some thirty other statutes.

The bulk of these activities are managed by the Environment and Planning Department, which also delivers the Civil Defence Emergency Management and Rural Fire functions.

Its core mission is to promote sustainable management of physical and natural resources in the district and to promote environmental safety.

Therefore, its functions are to:

- determine Council's policies and regulatory framework in respect of the sustainable management of the district's physical and natural resources
- monitor and evaluate policies and legislation set by council and central government for compliance
- assume fire responsibility, (including safeguarding of life and property by the prevention, detection, control, restriction, suppression and extinction of fire throughout the defined Gisborne Rural Fire District
- provide civil defence and emergency management in the event of district emergencies.

2. SUMMARY OF WHAT WE DID IN 2009/10

Building Services

- Had a successful second audit from IANZ in regard to our Building Consent Authority accreditation. Only two Corrective Action Required notices were given. One has been finalised and accepted by IANZ. The other, our quality assurance programme/process must be completed by November.
- Continued work with the national working party for the earthquake recovery processes sponsored by the Department of Building and Housing. Gisborne is one of the two mid sized Councils who are on this working group along with representatives of the three big metropolitans.
- Slow but thorough progress on the repairs and strengthening of buildings damaged in the 2007 earthquake. The progress has been slower than optimum but some of this is because our relatively high 66% of new building standard for strengthening of buildings. This level of strengthening will result in Gisborne having a fairly earthquake resilient group of buildings in the central business district.
- Liaison with national commercial business chains to facilitate a smooth application and building consent issue process for new developments in Gisborne.
- Budget income levels met despite effects from the world wide recession.

Conservation

- Regional Pest Management Strategy reviewed
- State of Our Environment Report produced
- Variation to Gisborne City wastewater consents processed
- Assisted Ministry for the Environment in development of a Forestry NES
- Hydrology information made available on our website
- Substantial progress made towards treating erosion prone Overlay 3A land
- Didymo Awareness advocacy and education undertaken with funding from Biosecurity New Zealand
- Science input into Water Plan development using government funding

Civil Defence, Emergency Management and Rural Fires

- Completed our new Group Plan as required by the CDEM Act 2002
- Successfully activated and coordinated diverse events
- Carried out a significant public education campaign for tsunami and completed evacuation maps for at risk communities
- Very quiet fire season initially very high drought levels, the un-seasonal rainfall which resulted in a very limited number of fires.
- Acquisition of second-hand fire appliance from Ministry Agriculture and Forestry, which resulted in a reshuffle of resources, and removed some very old and expensive appliances/tankers.
- Construction of new Ambulance Bay and toilets at the Hicks Bay Volunteer Rural Fire Station
- Construction of toilet for the Tiniroto Volunteer Rural Fire Station
- Some very intense training for all fire forces in conjunction with Eastland Rural Fire District and Dept Conservation crews

Environmental Health

- Successful collaborative project with Council, Tairāwhiti District Health and Energy Options to promote safe use of gas heaters and options for alternative heating in homes. Focus to also reach home owners with information about insulation subsidies and options. This project is an example of a successful working collaboration between agencies to educate, inform and assist to improve public health and wellbeing of the people in the Tairāwhiti District.
- Drinking Water Standards calibration requirements for the GDC water supplies monitoring programme has resulted in a successful audit of these processes by the Tairāwhiti District Health Drinking Water Assessors.
- Completed the review of Gisborne District Liquor Licensing Policy with the aim of contributing to the reduction of harm from liquor abuse.

- Continued education and advocacy around on-site wastewater systems through public workshops, printed material and meetings.
- Excellent audit report from Maritime New Zealand on our Port and Harbour Safety Management System.
- Continued collaborative work on Street by Street project with Police, Health, ACC and community groups.

Animal Control

- Undertook a great deal of work to ensure the Gisborne District Dog Pound will be completed in September 2010.
- Sent registration accounts to all dog owners by the third week of June of each year for collection of all registration fees.
- Provided a 24/7 on-call service for dog and stock control problems throughout the district 365 days of the year.
- Encouraged responsible dog ownership through the selected owner policy and New Zealand Licensed Dog Owner Scheme.
- Promoted greater awareness, both in owners and the wider community, about the issues associated with dog and stock control.
- Supplied hydatids worming tablets, both counter and postal sales.
- Maintained micro-chipping of all new dogs (exempting farm dogs) and menacing and dangerous dogs as required.
- Policy and practices report done annually for Secretary for Local Government.

Environmental Planning

- Worked with external parties to resolve several appeals on Chapter 4 – Natural Heritage of the District Plan. There are outstanding appeals on chapter 4.9 and chapter 6 that we are aiming to resolve by year end.
- Continued negotiations with submitters on the “cone of vision” issues from the District Plan and are in the process of preparing a plan variation for public notification for February 2011.
- Started preparation of four more Township Development Plans for Manutuke, Matawai, Rangitukia/Tikitiki and Te Puia Springs/Waipiro Bay. Council will continue to work with these communities to publish the Plans by December 2010.
- Started preparation of a reserve management plan for the reserves in Rere around the rockslide and waterfall.
- Completed a Regional Public Transport Plan for the Gisborne District.
- Started project planning, background research and stakeholder engagement for developing water policy for the Gisborne District. This is a large project over at least a two year timeframe.

- Initiated a review of financial contribution and infrastructure funding provisions in the District Plan.
- Started research and stakeholder engagement on a review of infrastructure standards. This is another large project with a timeframe of about two years.
- Completed changes to the District and Coastal Plans to establish coastal hazard zones for Tokomaru Bay and completed minor corrections to flood hazard overlays.
- Advocated for Gisborne District Council interests in several national processes including NZ Coastal Policy Statement, National Policy Statement on Freshwater, National Policy Statement on Contaminated Land, National Environmental Standards for Ecological Flows and Water Levels, National Environmental Standards for Water Measuring Devices, National Environmental Standards for On-site Waste Water Treatment Systems, amendments to the Resource Management Act and Foreshore and Seabed Act.
- Worked with developers on private plan changes to the District Plan.
- Worked with developers to improve the design of their development, for example, to design the facades of buildings in the CBD so that they are more consistent with the character of existing buildings.
- Developed a partnership with the Department of Conservation and Opotiki District Council to develop a successful national cycleway concept proposal for the Motu area.
- Developed a guide to planting streams in Gisborne.

2. APPENDICES

Attached is a copy of the latest status of the full year reporting period on performance measures from the Council's long term annual plan for the period 1 July 2009 to 30 June 2010.

Building services

BUILDING SERVICES								
Levels of Service Statement	Performance Measure		Current Performance (1 July 2009 to 30 June 2010)	Target				Mechanism to Achieve Target
	Customer	Technical		Target Yr 1 2009-10	Yr 2 2010-11	Yr 3 2011-12	Yr 4-10 2012-18	
LOS (1) - Customer Benefits Ensure effective response to customer enquiries about building standards.	Percentage of Requests for Service resolved within target timeframes.		Not Achieved 82%	85%	87.5%	90%	90%	Customer service report. Achievable based on previous trend data.
	Percentage of customers who rate RFS responses as excellent / good.		Achieved 94%	90%	90%	90%	90%	Customer Services report.
LOS (2) - Responsiveness To process applications in accordance with statutory timeframes.	Percentage of Building Consents processed within target timeframes.		Achieved 91%	90% - 100%	90% - 100%	95% - 100%	95% - 100%	Building reports Origen - 7411
	Percentage of Project Information Memorandums processed within target timeframes.		Not Achieved 85%	90% - 100%	90% - 100%	95% - 100%	95% - 100%	PIM reports Origen database.
	Percentage of Land Information Memorandums processed within target timeframes.		Achieved 99%	90%	90%	95%	95%	LIM reports Origen - 7411
LOS (3) - Quality Monitor building consent applications and inspections to ensure projects comply with NZ Building Code.	Advise building owners / occupiers of the expiry date of their Warrant of Fitness one month before the expiry date.		Achieved 100%	95%	95%	95%	95%	Building reports Origen - 7411
	Percentage of Code Compliance Certificates that remains unresolved annually.		Achieved/Not Achieved %	16%	15%	14%	13%	Compliance file - Ozone database

Conservation

CONSERVATION								
Levels of Service Statement	Performance Measure		Current Performance (1 July 2009 to 30 June 2010)	Targets				Mechanism to Achieve Target
	Customer	Technical		Target Yr 1 2009-10	Yr 2 2010-11	Yr 3 2011-12	Yr 4-10 2012-18	
LOS (1) - Sustainability Resource management decisions are made using sound data.		Number of valid physical environmental data measure points.	Achieved 94%	85%	85%	85%	95%	Hactar server EDS folder. Archive files.
		Conservation's annual operational targets are met.	Achieved	Achieved	Achieved	Achieved	Achieved	Performance files, team meeting minutes
LOS (2) - Sustainability Land resources are managed to conserve natural values, prevent or mitigate adverse effects and sustain productive capability.		Percentage of Requests for Service resolved within target timeframe.	Achieved 86%	79%	80%	85%	90%	Customer Services report – Soil Conservation
		Percentage of customers who rate Requests for Service responses as excellent/good.	Achieved 98%	93%	93%	93%	93%	Customer Services survey – Soil Conservation
		Number of issues of the Conservation Quorum published per annum.	Achieved 4	4	4	4	4	Conservation Quorum reports
		Number of properties visited per annum for advocacy purposes.	Achieved 185	120	100	100	60	Monitoring files held by Mel Cheetham
LOS (3) - Sustainability Natural water resources, beds and beaches managed to conserve natural values and sustain consumptive usage.		Percentage of Requests for Service resolved within target timeframes.	Achieved 74%	74%	80%	85%	90%	Customer Services report – Water Conservation
		Percentage of customers who rate Requests for Service responses as excellent/good.	Achieved 100%	88%	90%	90%	90%	Customer Services survey – Water Conservation

CONSERVATION

Levels of Service Statement	Performance Measure		Current Performance (1 July 2009 to 30 June 2010)	Targets				Mechanism to Achieve Target
	Customer	Technical		Target Yr 1 2009-10	Yr 2 2010-11	Yr 3 2011-12	Yr 4-10 2012-18	
		Makauri aquifer static water values maintained with respect to three-year rolling average.	Achieved 100%	100%	100%	100%	100%	Environmental monitoring contract SWL's – See July E&P committee report
		Percentage of compliance with consent conditions under recorded rectification or enforcement within target timeframes.	Achieved 100%	100%	100%	100%	100%	Enforcement and monitoring file held by Dennis Crone
LOS (4) - Sustainability Animal and Plant Pests are managed for human health and to reduce impacts on indigenous fauna and flora and primary production.		Percentage of Requests for Service resolved within target timeframes.	Achieved/not achieved 91%	97%	97%	97%	97%	Customer Services report – Plant and animal pests
		Percentage of customers who rate Requests for Service responses as excellent/good.	Not achieved 97%	100%	100%	100%	100%	Customer Services survey – Plant & animal pests
		Number of confirmed incidences of Tb in possum populations.	Achieved Zero	Zero	Zero	Zero	Zero	Animal Health Board sample testing
		Percentage of night shooting kill rate of possums.	Achieved 99%	85%	85%	85%	85%	Field Officer Reports

Civil defence, emergency management and rural fires

CIVIL DEFENCE, EMERGENCY MANAGEMENT and RURAL FIRES

Levels of Service Statement	Performance Measure		Current Performance (1 July 2009 to 30 June 2010)	Targets				Mechanism to Achieve Target
	Customer	Technical		Target Yr 1 2009-10	Yr 2 2010-11	Yr 3 2011-12	Yr 4-10 2012-18	
LOS (1) - Reliability To build a resilient and safer Tairāwhiti with communities understanding and managing their hazards and risks.	Percentage of customer satisfaction with education programmes.		Achieved 100%	95%	95%	95%	95%	Evaluation of training programmes. Monthly/annual reports.
		Sufficient and appropriate warning systems in place.	Achieved	Achieved	Achieved	Achieved	Achieved	Event logs
		Communication systems are in place to enable the exchange of information between communities, the Emergency Operations Centre and key organisations when normal means are unavailable.	Achieved	Achieved	Achieved	Achieved	Achieved	Weekly records of radio checks
		Training programmes meet requirements as stated in CDEM Plan.	Partially Achieved	Achieved	Achieved	Achieved	Achieved	Evaluations of CDEM training plans. Monthly reports.
		Civil defence personnel are trained and able to respond to an emergency.	Achieved	Achieved	Achieved	Achieved	Achieved	Actual performance of response.
LOS (2) - Health and Safety To protect life and property from rural fires with trained personnel within the GDC rural fire authority area.	Percentage of customers who rate Requests for Service responses as excellent/good.		Achieved 97%	94%	94%	94%	94%	Customer Services survey reports.
		Mutual response and assistance agreements in place with other fire authorities.	Achieved	Achieved	Achieved	Achieved	Achieved	Memorandums of understanding with fire authorities.

CIVIL DEFENCE, EMERGENCY MANAGEMENT and RURAL FIRES

Levels of Service Statement	Performance Measure		Current Performance (1 July 2009 to 30 June 2010)	Targets				Mechanism to Achieve Target
	Customer	Technical		Target Yr 1 2009-10	Yr 2 2010-11	Yr 3 2011-12	Yr 4-10 2012-18	
		Investigations of rural fires within 72 hours that have a cost of more than \$1,000.	Achieved	Achieved	90%	90%	90%	GDC Fire investigation reports.
		Compliance with level of restriction on the use of fire reflects level of the fire danger.	Achieved	Achieved	Achieved	Achieved	Achieved	GDC Rural Fire Plan
		Percentage of fire fighters who meet the National (NRFA) Training Standards.	Achieved %	50%	60%	70%	80%	NRFA - NZQA standards training programme. Training programmes for volunteers. Recruitment in rural communities.

Environmental health

ENVIRONMENTAL HEALTH								
Levels of Service Statement	Performance Measure		Current Performance (1 July 2009 to 30 June 2010)	Targets				Mechanism to Achieve Target
	Customer	Technical		Target Yr 1 2009-10	Yr 2 2010-11	Yr 3 2011-12	Yr 4-10 2012-18	
LOS (1) - Health and Safety Customer Service Regulate commercial operations to protect public health.		Percentage of applications for liquor licences and food certificates processed within target timeframes.	Achieved 98%	95%	95%	95%	95%	Origen database. The premises file.
		Percentage of registered and licensed premises that undergo a compliance inspection annually.	Not Achieved 97% 11 out of 343 premises not inspected. These were mobile shops and offensive premises	100%	100%	100%	100%	Origen database. The premises file.
LOS (2) - Health and Safety Intervene to ensure housing identified as sub-standard is brought up to minimum living standards.		Compliance with Building Act standards notice within specified timeframe.	Achieved 100%	100%	100%	100%	100%	Property files. Building accreditation files.
LOS (3) - Reliability Respond to environmental health issues in the interest of protecting public and environmental health.	Percentage of Requests for Service resolved within target timeframes.		Achieved 99%	99%	99%	99%	99%	Customer Services report.
	Percentage of customers who rate Requests for Service responses as excellent/good.		Achieved 100%	93%	93%	93%	95%	Customer Services survey report. Coordination of staff.

Environmental planning

ENVIRONMENTAL PLANNING								
Levels of Service Statement	Performance Measure		Current Performance (1 July 2009 to 30 June 2010)	Targets				Mechanism to Achieve Target
	Customer	Technical		Yr 1 2009-10	Yr 2 2010-11	Yr 3 2011-12	Yr 4-10 2012-18	
LOS (1) - Sustainability Promote the sustainable management of natural and physical resources	Percentage of Requests for Service resolved within target timeframes.		Not Achieved 85% Lack of staff resources. Process review underway to improve this situation	98%	98%	98%	98%	Customer Service Report
	Percentage of customers who rate RFS responses as excellent / good.		Achieved 97%	91%	91%	91%	91%	Customer Service survey report
	Percentage of residents who think Gisborne, as a place to live, is better/the same as what it was three years ago.		Achieved 89%	87%	Not Measured	87%	Year 4 - N/M Year 5 - 10 87%	Communitrak survey
		Availability of the Duty Planner for public enquiries.	Achieved	9am - 5pm	9.00am - 5.00pm	9.00am - 5.00pm	9.00am - 5.00pm	Roster of Duty Planner Hireage of new staff.
		Resource consents are processed within statutory timeframes.	Not Achieved 50%	100%	100%	100%	100%	Ozone database Hireage of new staff.
		Percentage of reported non-compliance with Plan rules rectified or subject to enforcement action within three months.	Not Achieved 83%	100%	100%	100%	100%	Ozone database
		Percentage of consents monitored within one month of 'monitoring date'.	Not measured	100%	100%	100%	100%	Ozone database
		Plan changes/preparation is undertaken in accordance with statutory requirements.	Achieved	Achieved	Achieved	Achieved	Achieved	Work plans Natural Resources Policy n118154

Animal control

ANIMAL CONTROL								
Levels of Service Statement	Performance Measure		Current Performance (1 July 2009 to 30 June 2010)	Targets				Mechanism to Achieve Target
	Customer	Technical		Yr 1 2009-10	Yr 2 2010-11	Yr 3 2011-12	Yr 4-10 2012-18	
LOS (1) - Customer Service To provide a service that controls dogs and stock to minimise risk to the public	Percentage of Requests for Service (RFS) resolved within target timeframes.		Achieved 3,594 98%	95%	95%	95%	95%	Customer Service report
	Percentage of customers who rate RFS responses as excellent / good.		Achieved 98%	95%	95%	95%	95%	Customer Service survey report
	Percentage of residents who are very / fairly satisfied with the Council's efforts in controlling dogs.		Communitrak Survey 75%	70%	Not Measured	70%	Year 4 - N/M Year 5 - 10 70%	Communitrak Survey
		Adequate facilities are available for the impounding and processing of stray dogs and stock.	Achieved	Not met or achieved	Met	Met	Met	Dog Pound and SPCA reports. Stock yards and MAF reports. New pound facility will be built in September 2010.
		Percentage of known dogs that are registered.	Not achieved 88%	97%	97%	97%	97%	Dog and microchip register database. Daily, all known dogs on National database.
		Percentage of rural/urban properties with known dogs visited per year.	45% - Not Achieved An outbreak of kennel cough prevented a higher level of sites being visited - 90% owners were spoken to on phone instead of the usual physical visits	90%	90%	90%	90%	Properties physically visited