

Community Environment Group Monthly Report - September and October 2014

TO Judicial Committee
FROM Marion Smith - Group Manager Community Environment
DATE 11 November 2014
SUBJECT **Community Environment Group Monthly Report for the months of September and October 2014**

1 Purpose of Report

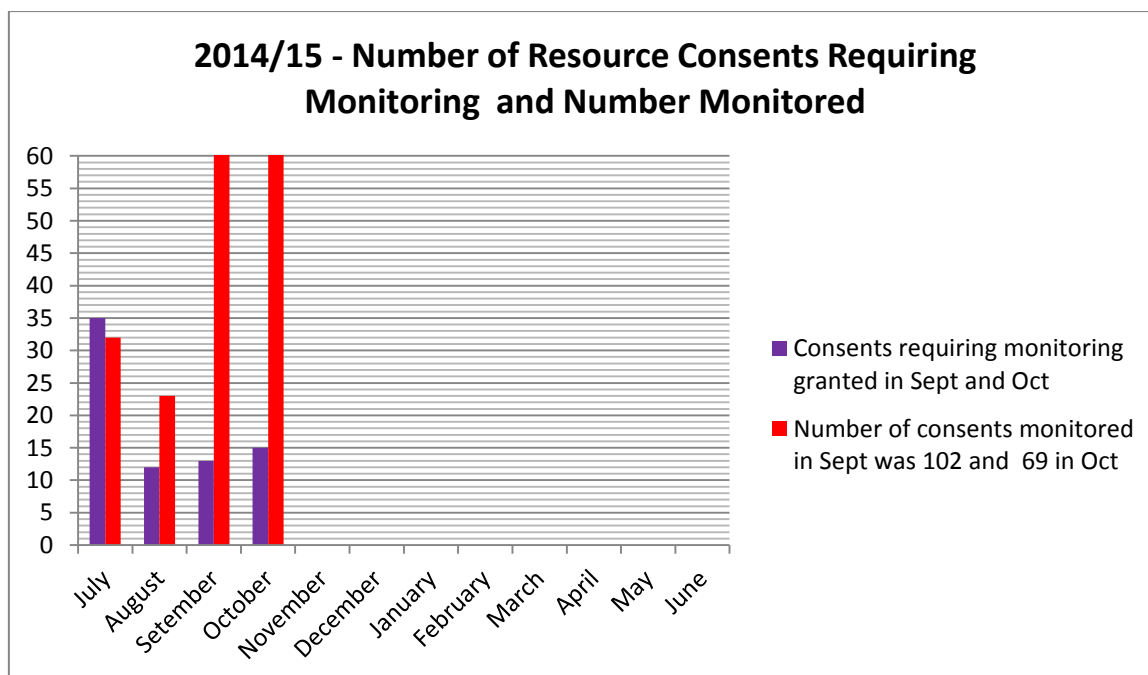
This paper reports on key activities within Community Environment Group for the months of September and October 2014.

2 Discussion

Planning Investigations

Planning	August 2014	Sept 2014	Oct 2014
New investigations commenced	0	0	1
Investigations Completed	0	0	0
Current RMA Investigations	18	18	19

Monthly Planning Monitoring Report for September and October 2014



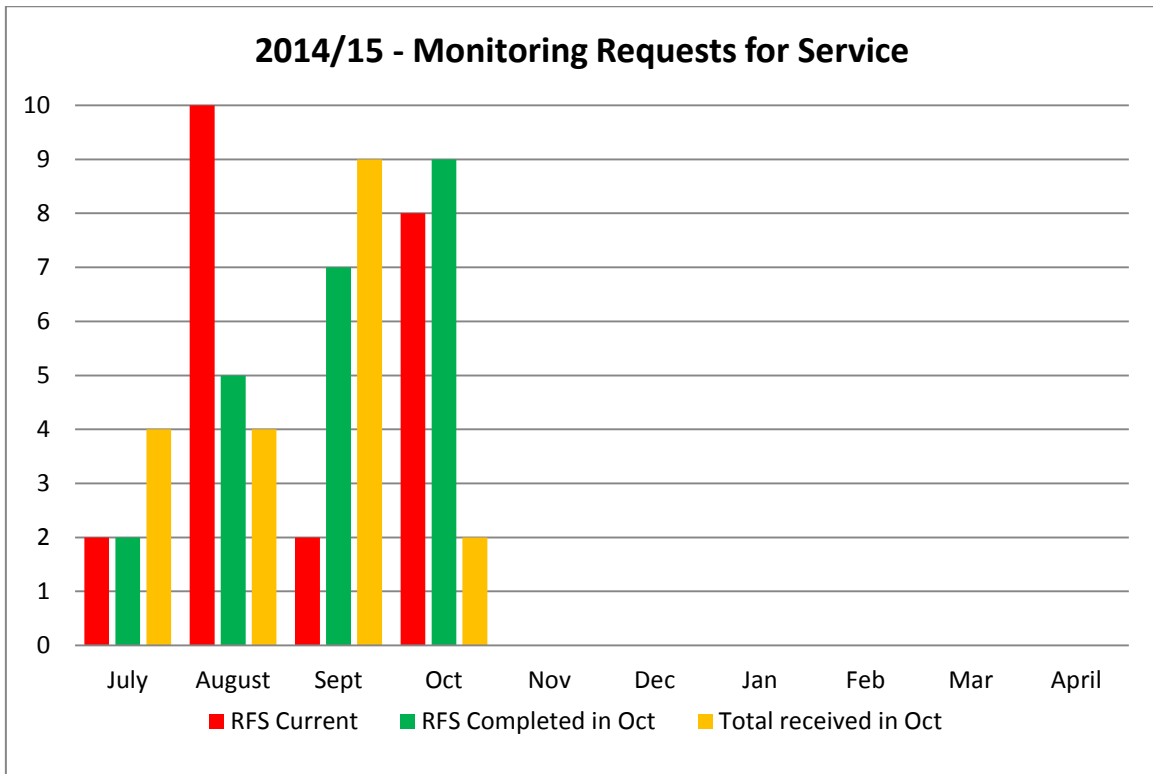
Please note the number of consents monitored per month is the monitoring of any consent regardless of when it was granted. Monitoring, for the purpose of this monthly report means

any action taken by Monitoring Officers to monitor resource consents. These actions can include:

- On-site inspections
- Desk top reviews
- Generating and registering file notes
- Email/phone contact with customers for updates on monitoring progress

Significant Planning Monitoring issues:

- 160 Paku Drive Taiura - significant un-consented earthworks and removal of vegetation undermining the stability of this and neighbouring land. An abatement notice will be issued and a prosecution is likely if approved to go ahead by the Chief Executive Officer.
- It has been alleged that the store at the Tapu Camp Ground is being used as a commercial store open to members of the public to access from the street. The store is approved to be on site but notations on the original building permit make it clear that the store is to only face into the camp ground and that any advertising associated with the camp store is to be confined to the camp ground only. Currently the leasee is advertising on the main road and as mentioned, has created an access via the main road. An on-site meeting has been arranged for Thursday 13 November between the camp ground leasee, Council officers and the Chief Executive to discuss options for the leasee to consider.
- Another Tapu resident was found to be also operating a commercial business from his residential property which is a breach of District Plan rules. The property owner was contacted and now has a resource consent application under way.
- Flooding at Homestead Lane sub-division. Plans were submitted to the Development Engineer contacted to Council's Planning department for approval in 2003. This approval was given but there is evidence to suggest it should not have been given. The stormwater pipe that has been approved to be put in place between Lot 20 and Lot 8 does not have an inlet to take the storm water which originally flowed through the open drain on the property. The Infrastructure Team were first advised on this problem in 2011, and as no remedy has yet been applied, the matter is back with the Infrastructure Team to address now.
- 22 Wharf Road - The neighbouring properties solicitor is still concerned that Council is not enforcing the conditions of the resource consent with regard to parking and loading. With regard to parking, the owner of 22 Wharf Road does comply with the parking requirements of the resource consent in that there is room for 3 car parks behind the Umu Cafe building, and 1 car park in the rear building. As a way forward the Monitoring Team Leader will be requesting a management plan from the owner of 22 Wharf Road outlining details of how the parking and loading provisions are to be met. As another possible solution, Council's Roading Manager has offered an area of road alongside the rear building at 22 Wharf Road to be used as a communal loading space but the owners of the Star n Garter and 22 Wharf Road are yet to be advised of this offer.



Quality Management

Quality Control has in the past been heavily focussed on the Building Unit and the quality requirements for accreditation. We are now starting to dedicate time to the Community Environment Group's other activities in terms of quality assurance. We are currently working on providing new forms for our health and alcohol activities, process mapping all their processes and ensuring workflows are correct and appropriate in pathway for recording and reporting purposes. We are currently assessing workload and workflow delivery.

Levels of Service for Compliance and Regulation

There has been a change in the structure of the compliance team to improve workload balances, meet Health & Safety concerns, provide a focus on high non-compliance areas, and adopt new training procedures and to ensure officers are actively supervised where necessary.

Team Leader Compliance - Supporting and managing the overall compliance function. To provide improved support to the compliance team on high risk / high profile activities, assisting with patrols in Mercury Bay area, assists with serious investigations and back up for customer complaints in Whitianga when the local compliance officers is out of the area. The team leader is on call after hours to staff & contractors Monday to Thursday.

Senior Compliance Officer - this officer is now in a "floating" role around the district working alongside staff, training, provides two up support during high risk activities or serious complaints. This officer undertakes regular freedom camping, dog control and parking patrols where necessary. This officer is also on call after hours to staff / contractors Friday to Sunday.

Fulltime Compliance Officer 1 - Covers Thames and Thames Coast based in Thames office. This officer backs up the Coromandel position where necessary. Manages the TCDC pound and undertakes regular parking patrol CBD, dog patrol, freedom camping 5 days week & fire permits.

Fulltime Compliance Officer 2 - Covers Mercury Bay South to Whangamata based in the Whangamata Office. Regular pay & display parking patrols, dog patrols, freedom camping 6 days a week & fire permits Mercury Bay South. This officer is on call for after-hours animals Mon to Wednesday.

Fulltime Compliance Officer 3 - Covers Whitianga, Mercury Bay North, Coromandel & Coromandel North based in the Whitianga Office. This officer carries out regular dog patrols, the Whitianga pay & display patrols and freedom camping patrols 6 days a week.

Part Time Compliance Officer 1 - Covers weekends Whitianga & Mercury Bay carrying out freedom camping patrols, pay & display parking patrols, dog patrols and weekend fire permit checks. This officer assists with officers holiday periods.

Casual Compliance Officer 1 - used on a needs only basis. Based in Whangamata but covers district where required. This position will provide an improved focus on summer dog control in the Whangamata and Onemana areas & increased patrols for ramp permits.

Casual Bylaws Officer 1 - used on needs only basis in the Coromandel Area.

We have identified an issue in Whangamata with a focus on dog control by some residents and this is being addressed through the addition of the new casual officer and a change to the full time role as the previous officer was required to work out of the area in a supervisory role.

Compliance Team - Health & Safety

The high risk role of the Compliance Team was reviewed in September / October and changes implemented to improve officer safety in what can be a challenging role.

Issues identified were:

- Officers are often isolated and work alone
- Support and back up is not always readily available
- Aggression, threats and abuse is a common occurrence
- Cell phone communication is sometimes unreliable
- Harm and injury to those employed in the compliance, enforcement and public sector is an issue in New Zealand highlighted by recent assaults on police and the shooting of two WINZ staff in Ashburton.
- "P" or "meth" has changed offenders to be more aggressive and readily violent.

As a result of the issues identified the following changes were implemented:

- The Senior Compliance Officer (SCO) was released from being responsible for the Whangamata / Tairua Ward area and is now working district wide in a support role to the compliance team.
- As a result of the SCO redeployment the remaining x3 officers have bigger area's to cover with officers now based in Whangamata, Thames and Whitianga.
- The Team Leader is to provide additional field support to the compliance team
- Officers are to work "two up" in any high risk activity such as dog seizures, dealing with identified high risk persons and in known high risk areas
- Police or back up is to be called immediately where threats or abuse is observed
- Health & Safety requirements for the compliance team to be fully reviewed within two months
- The Compliance Officer Training Manual was revised.

- The use of Honorary Bylaws Officers is to be reviewed in November
- Additional training in tactical communication to be completed
- Research commenced on the costs and effectiveness of VHF radios

Unregistered Dogs

The unregistered dog campaign started on September 1st 2014 and has now been completed.

August 30 th 2014 =	616 unregistered dogs in the district.
September 30 th =	157 unregistered dogs in the district
October 31 st 2014 =	28 unregistered dogs in the district

The majority of dogs that were not registered had either left the area or moved addresses without informing Council. Property visits were required to verify whether the dog was at the property.

At the time this report was written there were only 2x unregistered dogs in the district and infringements have been issued to the owners of these dogs. Property checks are now focusing on dogs that are not in the Council database. We are targeting a minimum of 800 targeted property checks for unknown dogs by June 2015.

Infringements:

The following infringements have been issued under the Dog Control Act 1996 for the period September / October.

FAILURE TO COMPLY WITH BYLAW/20(5)	1
FAILURE TO KEEP DOG CONTROLLED OR CONFINED/52A	15
FAILURE TO KEEP DOG UNDER CONTROL/53(1)	6
FAILURE TO REGISTER DOG/42	52
Total Infringements	74

Dogs on Beaches during prohibited times

Over Labour weekend there were patrols throughout the district to identify dogs being exercised on beaches during prohibited times. As previously advised to the Judicial Committee officers now take details from offenders and complete a "Beach Incident" report. Officers are only advising offenders that an infringement or a warning may be posted out. All reports are forwarded to the Compliance Team Leader who makes the decision whether offenders are to receive a formal warning or an infringement.

There were 20 dog owners located on beaches during prohibited times over Labour Weekend. Of these only 1x received an infringement, x18 received formal written warnings and two out of town dog owners are being investigated for having unregistered dogs. A "Beach Incidents" database has been developed so that repeat offenders are identified.

Signage will be improved in 2015 at all beach access points when the new Dog Control Bylaw is adopted.

Police / Compliance Officer Support

Four Compliance Officers (including the Team Leader and Senior Compliance Officer) recently assisted police in Whangamata with a successful drug raid in the town. The compliance team removed two pit bull dogs from the property so that police could undertake their search safely. One of the dogs was impounded as it was not registered. Once all fees were paid and the dog neutered it was returned to the owner. As a result of further questioning of the owner of the registered pit bull dog it was established that the dog was walked to the address on a public place without a muzzle. The owner received a \$300

infringement for failing to abide by the conditions of a Menacing Dog Classification. As a result of the combined police / Compliance Officer operation a total of \$992 was charged for infringements and TCDC fees under the Dog Control Act 1996. The police seized drugs and cash.

Dogs Registered

2013/14	Jul 13	Jul 14	Aug 13	Aug 14	Sep 13	Sep 14	Oct 13	Oct 14
Registered	3669	3390	3941	3942	4100	4292	4179	4331
Unregistered	633	1053	416	557	172	113	28	28
Total	4302	4443	4357	4499	4272	4405	4207	4359
% Registered	85%	76%	93%	87.6%	95%	97.5%	99%	99%
% Unregistered	15%	23.7%	7%	12.4%	5%	2.5%	1%	1%
Infringements	7	2	3	5	8	27	27	36

Dogs Impounded

2013/14	Jul 13	Jul 14	Aug 13	Aug 14	Sep 13	Sep 14	Oct 13	Oct 14	YTD
Impounded	11	11	14	18	20	21	18	24	74
Claimed	4	6	3	7	9	12	8	12	37
Euthanized	3	1	3	8	5	5	3	3	17
Adopted	2	1	4	1	0	0	1	1	3
SPCA	2	1	3	1	6	2	5	3	7
Kept impounded	0	2	0	1	0	2	0	5	10

Signage	19	0	2	1	0	0	0	0	1
Alfresco	0	10	0	2	1	0	2	0	12
Open Fires	6	7	6	2	3	6	3	3	18
Skateboards/cyclists on footpath	23	12	12	0	17	0	18	0	12
Illegal Litter	23	26	14	9	15	11	18	7	53

Parking

2014/15	Jul 13	Jul 14	Aug 13	Aug 14	Sept 13	Sept 14	Oct 13	Oct 14	YTD Total
Total Parking Infringements	46	74	23	25	24	73	47	89	261
Whangamata Parking offences	6	1	0	1	0	6	8	15	23
Rego & Warrant offences	10	5	4	4	6	1	11	1	11
Thames Parking offences	7	11	11	3	0	20	12	8	42
Rego & Warrant offences	22	44	44	13	17	39	9	30	126
Mercury Bay Parking offences	1	13	13	4	1	7	0	33	57
Mercury Bay Rego & Warrant offences	0	0	0	0	0	0	0	2	2

Noise

2014/15	Jul 13	Jul 14	Aug 13	Aug 14	Sept 13	Sept 14	Oct 13	Oct 14	YTD Total
Noise requests for Service	38	19	12	29	42	24	60	29	101
Excessive noise directions	10	9	7	5	15	8	19	9	31

Licensing

Health Licensing

Health Licence Inspections	July 2014	Aug 2014	Sept 2014	Oct 2014	YTD Total

Food Premises	37	41	24	24	126
Camping Grounds	0	1	0	0	1
Hairdressers	5	7	2	0	14
Funeral Directors	0	0	0	0	0
Mobile/Itinerant Traders	0	0	0	0	0
Event Monitoring	0	0	1	0	1
MPI Food Control Plans Audited	8	4	7	16	45

Alcohol Licensing

Alcohol Applications lodged for month	July 2014	Aug 2014	Sept 2014	Oct 2014	YTD* Lodged Applications
On	3	4	9	8	24
Off	3	2	1	1	7
Club	1	0	1	1	3
Managers Certificate	23	16	28	23	90
Special Licence	9	7	13	9	38
Temporary Authority	3	4	6	1	14
Total for Month	41	33	58	43	175

Liquor Application activity for the month	July 14	Aug 14	Sept 14	Oct 14	YTD Total
Applications assessed, reported on and finalised for the month	49	42	28	48	167
General Manager Interviews held	11	12	6	4	33
Alcohol Hearings	0	0	4	0	4
Alcohol Hearings before ARLA *	0	3	4	0	7

* ARLA hearings only occur approximately once per annum

Sale of Alcohol Licenses Inspections	Registered 2014/2015	Jul 2014	Aug 2014	Sept 14	Oct 14	YTD Total
On	115	8	6	4	7	25
Off	62	3	4	1	4	12
Club	32	4	4	1	1	10

Temporary Authority	0	0	0	0	2	2
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Financial Results for Compliance and Regulation for September and October 2014

Revenue - September 2014

Cost Centre	Annual Budget	YTD Budget	YTD Actual	Variance
Animal control	264,000	211,900	247,949	36,048.71
Health Licensing	125,000	114,300	118,910	4,610
Parking	100,000	20,000	17,542	(2,458)
By-Laws	118,000	46,200	32,752	(13,448.49)
Noise Control	0.00	0.00	0.00	0.00
Liquor	129,450	31,200	51,971	(20,771)

Expenditure - September 2014

Cost Centre	Annual Budget	YTD Budget	YTD Actual	Variance
Animal control	564,253	141,776	144,709	(2,934)
Health Licensing	236,370	59,698	59,364	334
Parking	50,668	9,291	10,042	(751)
By-Laws	105,048	14,240	14,456	(215)
Noise Control	101,000.00	22,500.00	19,842.15	2,657.85
Liquor	282,833	69,336	68,867	469

Revenue - October 2014

Cost Centre	Annual Budget	YTD Budget	YTD Actual	Variance
Animal control	264,000	226,050	262,744	36,694
Health Licensing	125,000	116,300	121,994	5,694
Parking	100,000	29,000	22,148	(6,852)
By-Laws	118,000	63,300	41,975	(21,325)
Noise Control	0.00	0.00	0.00	0.00

Liquor	129,450	43,200	69,140	25,940
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Expenditure - October 2014

Cost Centre	Annual Budget	YTD Budget	YTD Actual	Variance
Animal control	564,253	192,453	194,187	(1,734)
Health Licensing	236,370	79,264	79,160	104
Parking	50,668	12,688	13,787	(1,099)
By-Laws	105,048	34,370	19,779	14,591
Noise Control	101,000	30,000	25,179	4,821
Liquor	282,833	92,548	92,544	4

Emergency Management

A new TCDC simplified response plan will be tabled at this meeting. It will be going to Council to approval on 19 December 2014. This work was undertaken with the cooperation of six departments - IT, Communication, Infrastructure, Civil Defence, Customer Services and Community Environment. It will replace the current plan adopted September 2012. It is designed to be easy to find out who and what happens in an emergency. The how is covered by each of the function on separate documents developed by the relevant officer.

3 Suggested Resolution(s)

That the Judicial Committee

1. Receive the report