

14. REGULATORY

14.1. What is regulatory?

The regulatory group involves: planning guidance and compliance, building guidance and compliance, civil defence, animal control, sale and supply of alcohol licensing, auditing food premises, noise control, parking and bylaw enforcement and business case management (a programme for businesses wishing to locate in or expand in our district to help navigate them through regulatory processes).

The peak in district and population growth has prompted an increased demand for building consent and subdivision requests that will require greater service delivery from Council. Council is aware of the growing demands and has plans to ensure high levels of customer service.

14.2. Why do we do regulatory?

The focus of our regulatory group is to make sure that our residents and the environment are safe.

The regulatory group of activities contributes to the following outcomes and strategies:

Council Outcome	Council Strategy
Growth	Customer centricity: Council will continue to implement tools to streamline and simplify our regulatory processes.
Resilience	Environmental stewardship: It is the Council's role to assure the community that we have lessened environmental impacts as much as possible. This is essential for the preservation of our natural environment and living standards of future generations.
Relationships	Customer centricity: Understanding the complex circumstances experienced by our customers is an essential element of managing our relationships. Relationships with Māori: Our Regulatory Group work alongside our Iwi partners in respect of their significant status as Tangata whenua (people of the land). These relationships enable us to fulfil our regulatory obligations under the Treaty of Waitangi and also co-produce projects that are applicable to Māori.

14.3. What is planned for regulatory - check PIFs

Over the next 10 years, Council has the following major projects (over \$100,000) planned for the regulatory group:

Activity	Major Project	Year/s delivered	Cost \$000	Type of work
Emergency Management	Generator purchase	2019	120	New

14.4. Significant negative effects

Regulatory activities have the potential to impact negatively on our community and environment. These potential effects, and how Council mitigates them are described below.

Potential negative effect	How it will be mitigated
There is a perception that red tape and bureaucracy are holding up new developments.	Council operates the Business Case Management programme which helps businesses navigate through any regulatory processes in order to minimise delays. Council has obligations under various Acts to ensure developments are sustainable and no future liability on ratepayers occurs.
Costs of regulatory processes may cause financial hardship for households and businesses.	When developing the Revenue and Financing Policy Council decides how much of each activity should be funded by general rates, targeted rates and/or user fees. For each of the activities in the regulatory group of activities, Council has agreed to an appropriate split between general rates and user fees to ensure that neither ratepayers nor users are unfairly burdened. If you would like to read the Revenue and Financing Policy, please see Chapter 16.

14.5. How is regulatory funded?

Rates	66%
Subsidies & Grants	0%
User Charges	34%
Reserves	0%

14.6. What you can expect from us

This section describes what level of service you can expect Council to deliver and how we are going to measure our performance. Unfortunately no baseline data for our performance measures is included in this Long Term Plan because most of our performance measures have been updated and we do not hold any baseline data. We will report on our performance towards achieving these standards in upcoming Annual Reports and Annual Plans.

14.6.1. Building control

Level of service

To maintain Building Consent Authority accreditation and to ensure that building work that is completed is safe and complies with the requirements of the legislation.

14.6.2. Environmental health

Level of service

Provide health and licensing services and provide general protection to public health and safety.

14.6.3. Liquor licensing

Level of service

Provide liquor licensing services and provide general protection to public health and safety.

14.6.4. Animal control

Level of service

Ensure that animals, predominantly dogs, do not become a nuisance to the community.

14.6.5. Business case management**Level of service**

That potential business development projects that require involvement with one or more departments within Council's regulatory group are given the appropriate advice to make navigating through the regulatory processes seamless, while still ensuring that legislated requirements are met.

14.6.6. Resource management**Level of service**

To promote the sustainable management of the district's natural and physical resources and process resource consents and provide environmental services in accordance with the Resource Management Act 1991.

14.6.7. Civil defence**Level of service**

Be prepared for natural hazards and emergencies.

14.7. How you can measure our performance

The Following Key Performance Indicators (KPIs) relate to the Regulatory team and are applicable for the 10 years of this LTP:

- Animal Control: That the *door-to-door programme be completed by the end of November every calendar year.
- Animal Control: 100% of urgent requests are attended to within one hour on 24/7 basis.
- Resource management policy and monitoring, including environmental protection and monitoring: Not less than 80 hours per year is spent on monitoring land uses e.g. resource consents, certificates of compliance and existing situations.
- Planning: Planning input into Building Consent applications is completed within five working days of online registration.
- Building Control: Council will retain accreditation as a Building Consent Authority.
- Building Control: The building team will meet with builders and designers at least twice per year.
- Civil Defence: At least one South Waikato District Emergency Operations Centre or Managers exercise is held on an annual basis.
- Civil Defence: More than three training sessions/exercises are attended within the Waikato Civil Defence Emergency Management Group.
- Civil Defence: Council staff will conduct 20 or more visits to local organisations to raise awareness of civil defence issues.
- Environmental Health: 95% of premises registered pursuant to the Health Act 1956 will be inspected annually.
- Environmental Health: 90% of premises registered under the Food Act 2014 will be verified in accordance with legislative requirement. Please note the Food Act will be revoked in 2019 and a new measure will be determined at this time.
- Liquor Licencing: 100% of premises that hold either on, off or club licences will be inspected annually.
- Liquor Licencing: Three or more meetings per calendar year will be held with the South Waikato Liquor Accord group.
- Resource management policy and monitoring, including environmental protection and monitoring: At least 95% of non-notified consents are processed within statutory timelines (10, 20 or 40 working days).

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- Building Control: At least 95% of building consents are processed within statutory timelines (20 working days).
 - Business case management: 90% of all potential business development projects that require an integrated regulatory approach (i.e. Business Case Management) are contacted within two working days.

** The door-to-door programme is defined as follows: -dog registration fees are due annually by the 31st of July, dog owners are given a further one month to pay the registration fee without incurring a penalty fee. Animal Compliance Officers are then required under the Dog Control Act to sight the dog to confirm it is with the owner at the same property before enforcing compliance either by seizing the dog for being unregistered or issuing a fine for failing to register.*

14.8. The financials

Funding Impact Statement - Regulatory

For the year commencing 1 July

Annual Plan	LTP	LTP	LTP	LTP	LTP	LTP	LTP	LTP	LTP	LTP	
2017-18	2018-19	2019-20	2020-21	2021-22	2022-23	2023-24	2024-25	2025-26	2026-27	2027-28	
\$000's	\$000's	\$000's	\$000's	\$000's	\$000's	\$000's	\$000's	\$000's	\$000's	\$000's	
SOURCES OF OPERATING FUNDING											
Rates Revenue:											
General Rates, Uniform Annual General Charges, rates penalties	2,403	2,614	2,886	2,956	2,963	2,893	2,952	2,919	2,951	3,059	3,079
Other Revenue:											
Subsidies & grants for operating purposes	1	2	2	2	2	2	2	2	2	2	2
Fees, charges & targeted rates for water supply	1,054	1,305	1,334	1,364	1,395	1,428	1,462	1,498	1,536	1,576	1,620
Local authorities fuel tax, fines, infringement fees, and other receipts	62	69	71	72	73	75	77	80	81	84	85
TOTAL OPERATING FUNDING (A)	3,520	3,990	4,293	4,394	4,433	4,398	4,493	4,499	4,570	4,721	4,786
APPLICATION OF OPERATING FUNDING											
Payments of staff & suppliers	2,292	2,516	2,756	2,839	2,853	2,947	2,986	3,020	3,064	3,159	3,204
Finance Costs	27	24	22	16	10	6	3	-	-	-	-
Internal charges & overheads applied	1,027	1,265	1,325	1,361	1,403	1,402	1,457	1,465	1,494	1,550	1,570
Other operating funding applications	5	6	6	6	6	7	7	7	7	7	7
TOTAL APPLICATIONS OF OPERATING FUNDING (B)	3,351	3,811	4,109	4,222	4,272	4,362	4,453	4,492	4,565	4,716	4,781
SURPLUS (DEFICIT) OF OPERATING FUNDING (A-B)	169	179	184	172	161	36	40	7	5	5	5
SOURCES OF CAPITAL FUNDING											
Increase (decrease) in debt	(103)	(1)	(139)	(145)	(151)	(26)	(15)	(3)	-	-	-
TOTAL SOURCES OF CAPITAL FUNDING (C)	(103)	(1)	(139)	(145)	(151)	(26)	(15)	(3)	-	-	-
APPLICATION OF CAPITAL FUNDING											
Capital expenditure:											
- to replace existing assets	21	123	6	-	2	-	17	-	-	-	-
Increase (decrease) in reserves	(16)	(17)	(32)	(26)	(28)	(26)	(15)	(3)	-	-	-
Increase (decrease) in investments	61	72	71	53	36	36	23	7	5	5	5
TOTAL APPLICATIONS OF CAPITAL FUNDING (D)	66	178	45	27	10	10	25	4	5	5	5
SURPLUS (DEFICIT) OF CAPITAL FUNDING (C-D)	(169)	(179)	(184)	(172)	(161)	(36)	(40)	(7)	(5)	(5)	(5)
FUNDING BALANCE ((A-B)+(C-D))	-	-	-	-	-	-	-	-	-	-	-