

Regulatory Services

LTP Council Workshop

4 July 2023

The Regulatory Services Activity

- **Building and Planning**
 - Building and Resource consents
 - Compliance, Monitoring & Enforcement
 - Planning Policy
 - Heritage Building Incentives
- **Environmental Services**
 - Animal Control
 - Compliance – Environmental and Parking
 - Environmental Health
- **Property Records**
 - Land Information Memorandums (LIM's)
 - Property File requests

The regulatory services activity is responsible for the delivery of key legislative requirements relating to building, planning, food, alcohol, environmental health, parking compliance, animal control, environmental health and litter.

Strategic priorities and community outcomes



Most relevant strategic priorities:

- Meeting the changing needs of our rangatahi as part of our wider population, which is growing older and more diverse
- Enabling the housing, health, security and social infrastructure our city needs to grow
- Navigating increasingly complex environmental challenges including climate change, land contamination and earthquake risks.
- Ensuring Council leadership and delivery is credible and effective, building community trust and engagement.

Key issues:

- Customer expectations
- Alignment with the Customer Compliance Strategic Framework and the Enforcement Strategy

Current Budget

	Annual Plan 2023/2024 (\$000)	
<u>Operational</u>		
Targeted rates revenue	0	0%
General rates revenue	1,225	18%
Other revenue (excluding capital subsidy revenue)	<u>5,581</u>	82%
	<u>6,806</u>	
Operational expenditure (excluding depreciation)	6,788	
Depreciation expenditure	<u>18</u>	
	<u>6,806</u>	
<u>Capital</u>		
Capital subsidy revenue	0	
Capital expenditure		
• to improve the level of service	0	
• to replace existing assets	<u>458</u>	
	<u>458</u>	
Staff levels (excludes Casuals and Elected Members):		
FTE	37	
Head Count	37	

Maintaining levels of service

Environmental Services

- Ensuring cost recovery of services (note: some fees are set by legislation)
- The challenge of delivering services against a backdrop of increasing community aggression and its associated wellbeing implications for staff
- Focus on decreasing the number of unregistered dogs in the district
- Ongoing provision of services to other councils: food, environmental health and alcohol contracts with Clutha and Gore District Councils expire in 2024, shared service arrangement with Southland District Council for use of kennels at Animal Control Facility
- Education as a tool for ensuring compliance

Maintaining levels of service

Planning and Building

- The cost of maintaining existing service levels increases year on year
- The cost of consents has implications for projects and growth of Invercargill
- Monitoring, Compliance and Enforcement is not largely cost recoverable
- We need effective Planning Policy to further growth of Invercargill and it is expensive (time and money) and not cost recoverable.

Property records

- The processes are very manual and time-consuming
- There is a high level of liability to the Council regarding information that we hold and supply EG LIM's

Requirements to maintain compliance

- An increase in funding is required to maintain the current service delivery due to the increased costs of service delivery year on year.
- An increase in funding is required for Compliance activities in order to avoid imposing unreasonable costs on those who do comply and to ensure we continue to meet our legislated obligations as a Territorial Authority
- An increase in funding may be required in order to incentivise the improved appearance of non-heritage buildings in the CBD.
- An increase in funding may be required for Regional Spatial Strategy/ Regional Planning Committee preparation as a result of the RMA reforms

Opportunities for cost savings

Environmental Services

- Animal Control
 - Tag for life will reduce the cost of registration in subsequent years.
 - Email registration forms will provide additional savings
 - Increased dog registration numbers
- Environmental Health
 - Limited opportunities to reduce the cost of the service
 - Alcohol fees are set by legislation
 - Focus on ensuring cost recovery is accurate. 100% cost recovery for services provided to other councils
- Parking Compliance
 - Infringement fees set by legislation
- Enforcement Policy (VADE model) - the cost to Council of voluntary or assisted compliance compared to directed or enforced compliance
- Online services across all areas

Opportunities for cost savings

- Renewed focus on cost recovery
- Systems review (lean principles)
- Cost of current systems in comparison with others
- Create efficiency in processes

Proposals for new or lifted level of service

Environmental Services

Enhance shared services via contracts with other territorial authorities

Online services for all application processes

CCTV as a tool for parking enforcement

Planning & Building

Policy work (RMA reform, Joint Spatial Strategy)

District Plan review

Initiative to promote improved appearance of non-heritage buildings in the city centre

Property Records

Potential for on-line access (subject to further investigation)

Introduction of Project Information Memorandum (PIM's)

Options for Council to consider

- Overall there is little to no scope for reducing service levels below the current state without increasing risk and liability to the Council.
- Council could consider if they wish to review their 'Risk Appetite' in regard to undertaking regulatory functions.

Options for Council to consider in relation to untidy/neglected buildings

Option 1 – Regulatory Enforcement Approach (unlimited potential budget and 1 FTE)

Option 2 – Enabling approach (approximately \$10,000 and change to role)

Option 3 – Incentive fund (\$200,000 annually and change to role)

Option 4 – No additional action (no change in cost)

Measuring performance

Levels of Service

The activity embraces innovation and change where customers have options on how they engage with staff and lodge their applications. Council engages with developers and the community to assist development within the parameters of the District Plan and relevant legislation, and maintains compliance with statutory timeframes. The Regulatory Activity enhances our city and preserves its character where significant heritage identified through the ICC Heritage Strategy is protected within Invercargill.

KPIs

We process building, resource consent, food and alcohol applications in accordance with the quality manual and statutory timeframes

We promote incentives to owners of heritage buildings, especially when they undertake earthquake strengthening

Number of LIM's issued within 10 working days (legislative requirement)
