

# inspection activity plan

## Why we do it




To enhance the health, safety, comfort and well-being of residents and visitors within the district by encouraging wise use and protection of the environment and sustainable resource management.

## What we do

- **Environmental health** – the promotion and conservation of public health, achieved by the enforcement of the provisions of the Health Act, and regulations, the Resource Management Act and relevant bylaws. Activity includes the registration and inspection of food premises, hairdressers and camping grounds, investigation of health complaints, monitoring of water supplies, swimming pool water quality and noise control.
- **District licensing agency** – the management of the district licensing agency as required by the Sale of Liquor Act, to administer and enforce compliance with the provisions of the act, regulations and council's liquor policy. This is intended to ensure that managers and licenced premises hold the appropriate liquor licence and to work towards a reduction in the abuse of liquor within the community.

- **General** – provide a complaint response service for matters covered by a number of bylaws to minimise nuisance to the general public. This includes signs, obstruction of public property, disposal of abandoned vehicles, littering, prostitution and gambling.
- **Geothermal** – administer the Geothermal Safety Bylaw 2008 and provide an advisory role including undertaking testing for the presence of hydrogen sulphide gas with the intention of ensuring as far as possible, the safety of public from geothermal activity.
- **Hazardous substances** – ensure public safety in the handling and storage of Hazardous Substances by the enforcement of the Hazardous Substances and New Organisms Act, in public places and private dwellings.

## Community outcomes

Community Outcome	How the Council contributes
 Safe & Caring	<ul style="list-style-type: none"> <li>■ By ensuring safe public places.</li> <li>■ By minimising risks from nuisances and offensive behaviour.</li> </ul>
 Environment	<ul style="list-style-type: none"> <li>■ By protecting and preserving the environment.</li> </ul>
 Health	<ul style="list-style-type: none"> <li>■ By protecting and preserving public health.</li> <li>■ By providing effective responses to developing health issues.</li> </ul>

# inspection activity plan cont.

## What does the council plan to do in the future

What is the Council currently doing?	What will we do in years 1 to 3?	What will we do in years 4 to 10?	How will we know if we achieve our objective? (key result areas)
Administer and enforce various statutes, regulations and bylaws as required by government and council.	Continue to maintain administration and enforcement of statutes, regulations and bylaws. Recognise and respond to any changes in the regulations over time.		Achieving legislative compliance and customer satisfaction requirements.

## Measuring our achievements

Level of Service	Performance measures	Current performance	Performance targets									
			09/10	10/11	11/12	12/13	13/14	14/15	15/16	16/17	17/18	18/19
Environmental Health – Promotion and conservation of public health by inspection and registration of food premises, hairdressers and camping grounds, investigation/ resolution of noise and health nuisances/ complaints.	% of health complaints responded to within 1.5 working days.	100%	100%									
	% of food premises registered.	100%	100%									
	% of noise complaints responded to within 2 hours.	99.7%	100%									
District Licensing Agency – Inspection of licensed premises to ensure compliance with licence conditions and Sale of Liquor Act.	% of licensed premises inspected under Sale of Liquor Act at least once every 12 months.	98%	100%									

# inspection activity plan cont.

## Measuring our achievements

Level of Service	Performance measures	Current performance	Performance targets									
			09/10	10/11	11/12	12/13	13/14	14/15	15/16	16/17	17/18	18/19
General – Investigation/ resolution of complaints/nuisances.	% of general complaints responded to within 1 working day.	97.5%	100%									
	% of litter complaints responded to within 1 working day.	97.5%	100%									
Geothermal – Investigation/ resolution of complaints about geothermal issues and provision of gas level testing service. Ensuring compliance with provisions of Geothermal Safety Bylaw.	% of geothermal gas complaints responded to within 1 working day.	97.5%	100%									
Hazardous Substances – Ensuring compliance with provisions of hazardous substances legislation and regulations in private dwellings and public places.	% of hazardous substance complaints responded to within 1 working day.	100%	100%									

# inspection activity plan cont.

## Negative effects

Negative effects	Mitigation options
A potential negative effect could result from increased responsibility being passed from central government to territorial authorities resulting in increased costs.	Review levels of service. Consider contracting out some functions.

## Asset management

There are no significant land or building assets in the inspection area.

## Funding considerations

This activity comprises six sub-activities that are considered separately for funding. They are:

- general inspection – hazardous substances
- general inspection – bylaws and geothermal
- environmental health – regulatory
- environmental health – noise control
- environmental health – licensing
- general inspection – sale of liquor

## Environmental health – regulatory

### Who benefits from the activity?

- The community as a whole benefits from safe, reliable infrastructure and resources, and consistent council procedures.

### What is the period of benefit?

- Benefits of regulation in general are ongoing although though the specific regulations may change over time.

### Who creates the need for the activity?

- The community as a whole.

## Funding source

- This activity essentially serves the community as a whole. Council cannot legally charge for noise complaint callouts, other health issues and general complaints. Costs are therefore funded from general rates.

## Environmental health – licensing

### Who benefits from the activity?

- The community as a whole benefits from safe, reliable infrastructure and resources, and consistent council procedures.
- Individuals and user groups are prime beneficiaries.

### What is the period of benefit?

- Benefits of regulation in general are ongoing although specific regulations may change over time.

### Who creates the need for the activity?

- The entire community for structure, consistency and certainty.
- Legislation and regulation.

## Funding source

- Costs associated with the provision of this service are recovered by way of user fees.

# inspection activity plan **cont.**

## Environmental health – noise control

### Who benefits from the activity?

- The community as a whole benefits from safe, reliable infrastructure and resources, and consistent council procedures.

### What is the period of benefit?

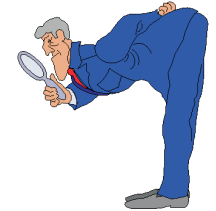
- Benefits of regulation in general are ongoing although the specific regulations may change over time.

### Who creates the need for the activity?

- The entire community creates the need for structure, consistency and certainty.
- Legislation.

### Funding source

- This activity essentially serves the community as a whole. Council cannot legally charge for noise complaint callouts, other health issues and general complaints. Costs are therefore funded from general rates.

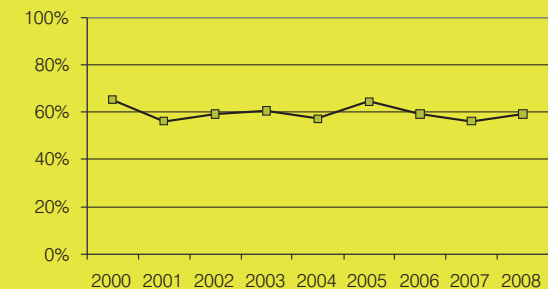


## *Did you know?*

According to survey results, Rotorua performs better than other areas in terms of planning and inspection services, building inspections and noise control. People are also generally satisfied with dog control. Council continually seeks to improve its environmental and regulatory services. Examples include:

- Consultation with property developers and other customers.
- Streamlining of consents processes.
- Monitoring and reporting on the State of the Environment.
- Landscape Assessments throughout the district.
- District plan review looking at subdivision rules, zoning, minimum lot sizes and other matters.

Satisfaction with environmental services



# inspection activity plan cont.

## Sale of liquor

### Who benefits from the activity?

- Benefit from this activity is received by individuals being certificated or those applying for liquor licenses for premises.
- The community as a whole also benefits from the knowledge that licensees are checked and vetted as being appropriate and competent persons to be involved in the sale of liquor, and who comply with the conditions of their licences.

### What is the period of benefit?

- Benefits of regulation in general are ongoing although through the specific regulations may change over time.

### Who creates the need for the activity?

- The entire community creates the need for structure, consistency and certainty.
- Legislation and regulation.

### Funding source

- Some of the costs associated with the provision of this service are recovered by way of user fees. The level of fees payable for liquor licence applications is fixed by government regulation and a portion of most of those fees is paid to the liquor licensing authority.

## Bylaws and geothermal

### Who benefits from the activity?

- The community as a whole benefits from safe, reliable infrastructure and resources and consistent council procedures.

### What is the period of benefit?

- Benefits of regulation in general are ongoing although specific regulations may change over time.

### Who creates the need for the activity?

- The community as a whole, particularly in regard to safety and health.

### Funding source

- While the bulk of the work is generated by complaints from individuals, the resolution of such complaints frequently results in benefits to the wider community. It is unrealistic to contemplate charging a fee for lodging a complaint, therefore user pays is not considered an option. Costs are funded from general rates.

## Hazardous substances

### Who benefits from the activity?

- The community as a whole benefits from safe, reliable infrastructure and resources and consistent council procedures.

### What is the period of benefit?

- Benefits of regulation in general are ongoing although specific regulations may change over time.

### Who creates the need for the activity?

- A legislative requirement and the community as a whole, particularly in regard to safety and health.

### Funding source

- While the bulk is generated by complaints from individuals, the resolution of such complaints frequently results in benefits to the wider community. It is unrealistic to contemplate charging a fee for lodging a complaint, therefore user pays is not considered an option. Costs are funded from general rates.



# inspection activity plan cont.

## Financial summary (plan 2009/10 and forecast 2010/11 to 2018/19)

Inspection (\$000s)	Actual 2007/08	Annual Plan 2008/09	2009/10	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16	2016/17	2017/18	2018/19
<b>Operating Expenses</b>												
Direct Costs	2,265	2,455	2,367	2,422	2,470	2,503	2,569	2,626	2,683	2,756	2,830	2,919
Financial Costs	-	-	-	1	1	1	1	1	1	1	1	1
Depreciation	19	19	9	4	2	6	6	6	5	5	5	5
Other	-	-	-	-	-	-	-	-	-	-	-	-
<b>Total Costs</b>	<b>2,284</b>	<b>2,474</b>	<b>2,376</b>	<b>2,427</b>	<b>2,473</b>	<b>2,510</b>	<b>2,576</b>	<b>2,633</b>	<b>2,689</b>	<b>2,762</b>	<b>2,836</b>	<b>2,925</b>
<b>Revenue</b>												
Capital Revenue	-	-	-	-	-	-	-	-	-	-	-	-
Fees and Charges	355	368	385	397	408	421	433	446	460	473	488	502
Investment Income	-	-	-	-	-	-	-	-	-	-	-	-
Subsidies and Grants	-	-	-	-	-	-	-	-	-	-	-	-
Targeted Rates	-	-	-	-	-	-	-	-	-	-	-	-
<b>Total Revenue</b>	<b>355</b>	<b>368</b>	<b>385</b>	<b>397</b>	<b>408</b>	<b>421</b>	<b>433</b>	<b>446</b>	<b>460</b>	<b>473</b>	<b>488</b>	<b>502</b>
<b>Internal Recoveries</b>												
Internal Recoveries	929	969	924	939	955	968	993	1,013	1,034	1,060	1,089	1,123
<b>Total Internal Recoveries</b>	<b>929</b>	<b>969</b>	<b>924</b>	<b>939</b>	<b>955</b>	<b>968</b>	<b>993</b>	<b>1,013</b>	<b>1,034</b>	<b>1,060</b>	<b>1,089</b>	<b>1,123</b>
<b>Net Cost of Service</b>	<b>1,000</b>	<b>1,137</b>	<b>1,067</b>	<b>1,091</b>	<b>1,110</b>	<b>1,121</b>	<b>1,150</b>	<b>1,174</b>	<b>1,195</b>	<b>1,229</b>	<b>1,259</b>	<b>1,300</b>
<b>Capital Costs</b>												
Renewals	-	-	11	-	30	11	-	6	-	-	-	-
Growth	-	-	-	-	-	-	-	-	-	-	-	-
Backlog	-	-	-	-	-	-	-	-	-	-	-	-
Level of Service	-	-	-	-	-	-	-	-	-	-	-	-
<b>Total Capital</b>	<b>11</b>	<b>27</b>	<b>11</b>	<b>-</b>	<b>30</b>	<b>11</b>	<b>-</b>	<b>6</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>Operational Funding</b>												
Net Cost of Service	-	-	1,067	1,091	1,110	1,121	1,150	1,174	1,195	1,229	1,259	1,300
Plus Capital Revenue	-	-	-	-	-	-	-	-	-	-	-	-
Less Depreciation	-	-	(9)	(4)	(2)	(6)	(6)	(6)	(5)	(5)	(5)	(5)
Add back Depreciation Funded by Rates	-	-	11	-	30	11	-	6	-	-	-	-
<b>Operations Funded by General Rates</b>	<b>-</b>	<b>-</b>	<b>1,070</b>	<b>1,087</b>	<b>1,138</b>	<b>1,126</b>	<b>1,144</b>	<b>1,174</b>	<b>1,191</b>	<b>1,223</b>	<b>1,254</b>	<b>1,295</b>
<b>Capital Funding</b>												
Funding from Depreciation (Rates)	-	-	11	-	30	11	-	6	-	-	-	-
Loans from/(to) Corporate Fund	-	-	-	-	-	-	-	-	-	-	-	-
Capital Grants	-	-	-	-	-	-	-	-	-	-	-	-
Development Contributions	-	-	-	-	-	-	-	-	-	-	-	-
<b>Total Capital</b>	<b>11</b>	<b>27</b>	<b>11</b>	<b>-</b>	<b>30</b>	<b>11</b>	<b>-</b>	<b>6</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>

Minor roundings may occur in above totals