



Notice is hereby given that a Meeting of the Regulatory and Consents Committee will be held on:

Date: **Wednesday, 28 November 2018**
Time: **9am**
Meeting Room: **Council Chambers**
Venue: **15 Forth Street, Invercargill**

Regulatory and Consents Committee Agenda OPEN

MEMBERSHIP

Chairperson	Gavin Macpherson Mayor Gary Tong
Councillors	Brian Dillon Paul Duffy Darren Frazer Julie Keast Neil Paterson

IN ATTENDANCE

Group Manager, Environmental Services	Bruce Halligan
Committee Advisor	Alyson Hamilton

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Full agendas are available on Council's Website
www.southlanddc.govt.nz

Note: The reports contained within this agenda are for consideration and should not be construed as Council policy unless and until adopted. Should Members require further information relating to any reports, please contact the relevant manager, Chairperson or Deputy Chairperson.

Terms of Reference – Regulatory and Consents Committee

The Regulatory and Consents Committee is responsible for overseeing the statutory functions of the Council under the following legislation (but not limited to the following):

- Resource Management Act 1991
- Health Act 1956
- Food Act 2014
- Dog Control Act 1996
- Sale and Supply of Alcohol Act 2012
- Heritage New Zealand Act Pouhere Taonga Act 2014
- Building Act 2004
- Freedom Camping Act 2011
- Psychoactive Substances Act 2013
- Impounding Act 1955
- Southland Land Drainage Act 1935
- Southland Land Drainage Amendment Act 1938

The Regulatory and Consents Committee is delegated the authority to undertake the following functions in accordance with the Council's approved delegations register:

- (a) Maintain an oversight of the delivery of regulatory services;
- (b) Conduct statutory hearings on regulatory matters and undertake and make decisions on those hearings (excluding matters it is legally unable to make decisions on as legislated by the Resource Management Act 1991);
- (c) Appoint panels for regulatory hearings;
- (d) Hear appeals on officer's decisions to decline permission for an activity that would breach the Southland District Council Control of Alcohol Bylaw 2015;
- (e) Approve Council's list of hearings commissioners (from whom a commissioner can be selected) at regular intervals and the Chief Executive Officer be authorised to appoint individual Commissioners for a particular hearing;
- (f) Make decisions on applications required under the Southland District Council's Development and Financial Contribution Policy for remissions, postponements, reconsiderations and objections;
- (g) Approve Commissioners and list members under the Sale and Supply of Alcohol Act 2012;
- (h) Exercise the Council's powers, duties and discretions under the Sale of Liquor Act 1989 and the Sale and Supply of Alcohol Act 2012;
- (i) Hear objections to officer decisions under the Dog Control Act 1996.
- (j) Hear objections and decide on matters under the Southland Land Drainage Act 1935 and Southland Land Drainage Amendment Act 1938.

The Regulatory and Consents Committee shall be accountable to Council for the exercising of these powers.

The Regulatory and Consents Committee is responsible for considering and making recommendations to Council regarding:

- (a) Regulatory policies and bylaws for consultation;
 - (b) Regulatory delegations;
 - (c) Regulatory fees and charges (in accordance with the Revenue and Financial Policy)
 - (d) Assisting with the review and monitoring of the District Plan.
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1 Apologies

At the close of the agenda no apologies had been received.

2 Leave of absence

At the close of the agenda no requests for leave of absence had been received.

3 Conflict of Interest

Committee Members are reminded of the need to be vigilant to stand aside from decision-making when a conflict arises between their role as a member and any private or other external interest they might have.

4 Public Forum

Notification to speak is required by 5pm at least two days before the meeting. Further information is available on www.southlanddc.govt.nz or phoning 0800 732 732.

5 Extraordinary/Urgent Items

To consider, and if thought fit, to pass a resolution to permit the committee to consider any further items which do not appear on the Agenda of this meeting and/or the meeting to be held with the public excluded.

Such resolution is required to be made pursuant to Section 46A(7) of the Local Government Official Information and Meetings Act 1987, and the Chairperson must advise:

- (i) the reason why the item was not on the Agenda, and
- (ii) the reason why the discussion of this item cannot be delayed until a subsequent meeting.

Section 46A(7A) of the Local Government Official Information and Meetings Act 1987 (as amended) states:

"Where an item is not on the agenda for a meeting,-

- (a) that item may be discussed at that meeting if-
 - (i) that item is a minor matter relating to the general business of the local authority; and
 - (ii) the presiding member explains at the beginning of the meeting, at a time when it is open to the public, that the item will be discussed at the meeting; but
- (b) no resolution, decision or recommendation may be made in respect of that item except to refer that item to a subsequent meeting of the local authority for further discussion."

6 Confirmation of Minutes

6.1 Meeting minutes of Regulatory and Consents Committee, 06 September 2018



Regulatory and Consents Committee

OPEN MINUTES

Minutes of a meeting of Regulatory and Consents Committee held in the Council Chambers, 15 Forth Street, Invercargill on Thursday, 6 September 2018 at 9.03am.

PRESENT

Chairperson	Gavin Macpherson
	Mayor Gary Tong
Councillors	Brian Dillon
	Paul Duffy
	Darren Frazer
	Julie Keast
	Neil Paterson

IN ATTENDANCE

Group Manager, Environmental Services	Bruce Halligan
Group Manager, Services and Assets	Matt Russell
Financial Manager	Anne Robson
Environmental Health Manager	Michael Sarfaiti
Committee Advisor	Alyson Hamilton

1 Apologies

An apology for lateness was received from Mayor Tong.

Moved Chairperson Macpherson, seconded Cr Frazer and **resolved:**
That the Regulatory and Consents Committee accept the apology.

2 Leave of absence

There were no requests for leave of absence.

3 Conflict of Interest

There were no conflicts of interest declared.

4 Public Forum

There was no public forum.

5 Extraordinary/Urgent Items

There were no Extraordinary/Urgent items.

6 Confirmation of Minutes

Resolution

Moved Cr Dillon, seconded Cr Keast **and resolved:**

That the minutes of Regulatory and Consents Committee meeting held on 25 July 2018 be confirmed as a true and correct record of that meeting.

Reports for Recommendation

7.1 Dog Control Annual Report for the year ending 30 June 2018

Record No: R/18/8/19203

Environmental Health Manager, Michael Sarfaiti was in attendance for this item.

Mr Sarfaiti advised the purpose of the report is to provide an update on the administration of the Southland District Council's Dog Control Policy and its associated practices.

Mr Sarfaiti explained section 10A of the Dog Control Act 1996 provides that every territorial authority shall report on the administration of its Dog Control Policy and dog control practices, and submit it to the Secretary of Local Government.

Resolution

Moved Cr Duffy, seconded Cr Keast **and resolved:**

That the Regulatory and Consents Committee:

- a) **Receives the report titled “Dog Control Annual Report for the year ending 30 June 2018” dated 20 August 2018.**
- b) **Determines that this matter or decision be recognised as not significant in terms of Section 76 of the Local Government Act 2002.**
- c) **Determines that it has complied with the decision-making provisions of the Local Government Act 2002 to the extent necessary in relation to this decision; and in accordance with Section 79 of the Act determines that it does not require further information, further assessment of options or further analysis of costs and benefits or advantages and disadvantages prior to making a decision on this matter.**
- d) **Adopts the Annual Report and authorises it to be forwarded to dogs@dia.govt.nz by the Manager of Environmental Health, and that the report be publicly notified as required by the Dog Control Act 1996.**

7.2 Alcohol Licensing Annual Report and Income and Costs Report

Record No: R/18/8/19206

Environmental Health Manager, Michael Sarfaiti was in attendance for this item.

Mr Sarfaiti advised the purpose of the report is to meet Council’s alcohol licensing reporting requirements under alcohol legislation.

Resolution

Moved Cr Dillon, seconded Cr Paterson **and resolved:**

That the Regulatory and Consents Committee:

- a) **Receives the report titled “Alcohol Licensing Annual Report and Income and Costs Report” dated 21 August 2018.**
- b) **Determines that this matter or decision be recognised as not significant in terms of Section 76 of the Local Government Act 2002.**
- c) **Determines that it has complied with the decision-making provisions of the Local Government Act 2002 to the extent necessary in relation to this decision; and in accordance with Section 79 of the Act determines that it does not require further information, further assessment of options or further analysis of costs and benefits or advantages and disadvantages prior to making a decision on this matter.**

- d) **Receives the Annual Report and authorises it to be forwarded to the Alcohol Regulatory and Licensing Authority and to be made publicly available on Council's website.**
- e) **Receives the financial information and authorises it to be made publicly available on Council's website.**

7.3 Dark Skies Sanctuary Accreditation on Stewart Island

Record No: R/18/8/19479

Senior Policy Analyst, Rebecca Blyth was in attendance for this item.

Venture Southland, Group Manager, Business and Strategic Projects, Mr Steve Canny, was in attendance for this item.

Mrs Blyth advised the purpose of the report is to investigate and consider the range of regulatory options available to manage lighting on Stewart Island to meet Dark Sky Sanctuary Accreditation requirements.

Resolution

Moved Cr Duffy, seconded Cr Frazer **and resolved:**

That the Regulatory and Consents Committee:

- a) **Receives the report titled "Dark Skies Sanctuary Accreditation on Stewart Island" dated 6 September 2018.**
- b) **Determines that this matter or decision be recognised as not significant in terms of Section 76 of the Local Government Act 2002.**
- c) **Determines that it has complied with the decision-making provisions of the Local Government Act 2002 to the extent necessary in relation to this decision; and in accordance with Section 79 of the Act determines that a Plan Change to include lighting controls as they relate to all of the property on Stewart Island shall be implemented.**
- d) **Recommends to Council that it endorses Option 2 – to proceed to a Plan Change to include all property (both public and private) on Stewart Island / Rakiura.**

The meeting adjourned for morning tea at 10.05am and reconvened at 10.25am.

Mayor Tong and Councillors Macpherson, Keast, Duffy, Frazer, Dillon and Paterson were present when the meeting reconvened.

7.4 Draft Regional Biodiversity Strategy

Record No: R/18/8/19468

Senior Policy Analyst, Rebecca Blyth was in attendance for this item.

Mrs Blyth advised the purpose of the report is to present the draft Regional Biodiversity Strategy and suggested Council response for discussion and endorsement.

Resolution

Moved Cr Frazer, seconded Cr Paterson **recommendations a to d with a new e (as indicated with an underline) and resolved:**

That the Regulatory and Consents Committee:

- a) **Receives the report titled “Draft Regional Biodiversity Strategy ” dated 22 August 2018.**
- b) **Determines that this matter or decision be recognised as not significant in terms of Section 76 of the Local Government Act 2002.**
- c) **Determines that it has complied with the decision-making provisions of the Local Government Act 2002 to the extent necessary in relation to this decision; and in accordance with Section 79 of the Act determines that it does not require further information, further assessment of options or further analysis of costs and benefits or advantages and disadvantages prior to making a decision on this matter.**
- d) **Recommends to Council that it Endorses Option 2 – as the response required to the Draft Regional Biodiversity Strategy and sets a timeframe for reporting back to the Committee on the findings of a review as proposed.**
- e) **Prior to the report being forwarded to Council staff clarify Venture Southland involvement and status in the Draft Regional Biodiversity Strategy process.**

Reports

8.1 National Environmental Standard Plantation Forestry Regulation 2017

Record No: R/18/8/18732

Senior Policy Analyst, Rebecca Blyth was in attendance for this item.

Resolution

Moved Chairperson Macpherson, seconded Cr Duffy **recommendation a with additions and amendments to b and c (as indicated by ~~strike through~~ and underline) and resolved:**

That the Regulatory and Consents Committee:

- a) **Receives the report titled “National Environmental Standard Plantation Forestry Regulation 2017” dated 21 August 2018.**

- b) Review and approve with ~~any required~~ requested amendments relating to safety to the letter titled National Environmental Standard for Plantation Forestry Regulations 2017 from Council to Ministry for Primary Industries regarding Road Shading.
- c) Authorises Staff to send the approved letter to the Ministry for Primary Industries, Ministry for the Environment, local Members of Parliament and adjacent Councils.

8.2 National Planning Standards - Staff Technical Submission

Record No: R/18/8/18733

Senior Policy Analyst, Rebecca Blyth was in attendance for this item.

Resolution

Moved Cr Duffy, seconded Cr Dillon **and resolved:**

That the Regulatory and Consents Committee:

- a) **Receives the report titled "National Planning Standards - Staff Technical Submission" dated 21 August 2018.**

8.3 Regulatory and Environmental Services Delivery Action Plan Update

Record No: R/18/8/19500

Quality Assurance Lead, Julie Conradi was in attendance for this item.

Resolution

Moved Cr Dillon, seconded Cr Paterson **and resolved:**

That the Regulatory and Consents Committee:

- a) **Receives the report titled "Regulatory and Environmental Services Delivery Action Plan Update" dated 21 August 2018.**

The meeting concluded at 11.26am.

CONFIRMED AS A TRUE AND CORRECT RECORD AT A MEETING OF THE REGULATORY AND CONSENTS COMMITTEE HELD ON THURSDAY, 6 SEPTEMBER 2018.

DATE:.....

CHAIRPERSON:.....

Group Manager's Update Report

Record No: R/18/10/25082

Author: Bruce Halligan, Group Manager Environmental Services

Approved by: Bruce Halligan, Group Manager Environmental Services

☐ Decision

☐ Recommendation

☒ Information

Purpose

- 1 The purpose of this report is to update the Committee on key matters within the Environmental Services Group and some recent announcements of national and regional environmental significance.

Report

National and Regional Policy Matters

- 2 There have been several recent items of national and regional significance in the environmental area , which it is worth the Committee being aware of :

National Planning Standards

- 3 National Planning standards have been developed, with the overall goal being to drive greater national consistency and efficiency across the planning sector, in terms of plan preparation, implementation and interpretation.
- 4 The Ministry for the Environment website explains this as follows:

About the National Planning Standards

The purpose of the National Planning Standards (planning standards) is to improve consistency in plan and policy statement structure, format and content.

The standards were introduced as part of the 2017 amendments to the Resource Management Act 1991 (RMA). Their development is enabled by sections 58B–58J of the RMA.

They support implementation of other national direction such as national policy statements and help people to comply with the procedural principles of the RMA.

They are issued by the Minister for the Environment. To the extent that a matter relates to the coastal marine area, the Minister of Conservation approves a planning standard.

Why they are needed

Currently, plans and policy statements prepared under the RMA are inconsistent with each other and slow and costly to prepare. They can be hard to understand, compare and comply with. This is because councils have generally developed their plans and policy statements independently of each other and without a common structure and format as a reference point.

The wide variation in the structure and format of plans has also meant that other national direction such as national policy statements are often interpreted and implemented in different ways, reducing the effectiveness of these instruments.

The Rules Reduction Taskforce found that plans and policy statements are complex to the extent that people at all level need specialist knowledge and experience to understand their provisions. For more information see the taskforce's report:

[The loopy rules report: New Zealanders tell their stories - executive summary](#) [Department of Internal Affairs website]

The planning standards are an opportunity to standardise the basic elements of RMA plans and policy statements. They enable councils and plan users to focus their resources on the matters that directly influence resource management outcomes.

- 5 The first tranche of National Planning Standards has been released and a combined Southland Council submission has been lodged in relation to these.
- 6 The combined submission supports the intent of the standards but raises some technical, resourcing and timing matters for consideration. The Committee will be updated on further progress as it occurs. There have been no further recent announcements on progress at this stage.

National Policy Statement (NPS) and National Environmental Standard (NES) for Fresh Water Management 2019

- 7 Some key elements of this work for the Committee to be aware of are as follows:
 - A bill to undertake minor amendments to the RMA related to the NPS and NES is likely to be passed late this year/early next year
 - A more comprehensive review of the resource management system is proposed to be developed and introduced in the 2nd quarter of next year
 - A NPS could take the form of what is proposed in the NPS for Indigenous Biodiversity (outlined below), potentially including more definitive targets and stronger central direction

- A NES could set national environmental bottom lines, require the review of consents, and determine how activities within risk catchments should be managed
- This could have implications for the work currently being undertaken for Council on the Water and Land Plan appeal/mediation process.

Recommended National Policy Statement for Indigenous Biodiversity – NPSIB

- 8 A national Biodiversity Collaborative Group has developed a draft National Policy Statement for Indigenous Biodiversity, and recommendations to the government on complementary and supporting measures to maintain indigenous biodiversity.
- 9 This was presented to the Associate Minister for the Environment, Hon Nanaia Mahuta, in October this year. Essentially the recommendations are for a NPS with regulatory and non-regulatory components.
- 10 The Associate Minister’s announcement on this, released on 25 October, included the following wording:

Media release from Associate Minister for the Environment, Hon Nanaia Mahuta:

- *A new report recommending improvements to biodiversity management will build on communities’ good work to protect our biodiversity, says Associate Minister for the Environment, Hon Nanaia Mahuta.*
 - *The report of the Biodiversity Collaborative Group outlines a draft National Policy Statement (NPS) for Indigenous Biodiversity and provides complementary recommendations, to help halt the decline in biodiversity.*
 - *“Our biodiversity is a taonga, important to New Zealand’s environment, culture, society and economy. However, it is in rapid decline from pressures like land-use change, invasive species, and climate change, and we need to do more to ensure that it is protected,” said Hon Nanaia Mahuta.*
- 11 The complementary and supporting measures document provides further guidance on how to implement aspects of the NPS, including advice on how to strengthen leadership, community partnerships, create support funds, align different national frameworks and initiatives, and direction around improving compliance, monitoring and enforcement. There are a number of recommendations from the group within each area of that document.
- 12 The draft NPS itself sets clear direction and covers the following:
- National criteria for assessing all indigenous biodiversity
 - Creation of Significant Natural Areas (SNAs) that will be required to be identified, attributes scheduled, mapped and then incorporated into District Plans and Regional Plans.
 - Direction on how activities within those SNAs will be managed and how to engage with landowners through that process, with the ultimate goal of setting environmental bottom lines within a SNA
 - Direction on how activities within all other indigenous biodiversity should be undertaken to “maintain” indigenous biodiversity
 - Provision for existing activities (on a limited basis) within SNAs
 - Requires a regional biodiversity strategy which sets targets for restoration and enhancement to be developed by the Regional Council.

Implications for Council of a NPSIB

- 13 As previously advised, this will require continued support from Council of the regional biodiversity study programme already underway and the biodiversity strategy. However, the draft NPS proposes a 5 year timeframe to have completed what will be a fairly extensive research and ground truthing programme and may require a higher level of resourcing in order to meet that timeframe. The draft NPS will also require Councils to actively enter into engagement with landowners once areas have been identified from the study. This will be likely to require additional resource and careful consideration.
- 14 The draft NPS further proposes that a within six years a plan change be notified to the relevant Regional and District planning documents to incorporate the SNAs.
- 15 The strategy will require that an increase in indigenous biodiversity be achieved to boost the percentage of indigenous cover for the region. It is likely that this will require TAs to consider what they can contribute towards meeting that target.

Next Steps

- 16 A cost benefit analysis will be prepared and both that, and the collaborative group's reports, will be forwarded to the relevant ministers and officials for consideration. A full consultation process on a proposed NPS and its complementary and supporting measures will then occur. Depending on what the ministers determine, it is possible that this will be progressed next year (2019).

Environment Southland - People Water and Land Work Programme

- 17 The group manager, team leader of resource management, senior policy planner and strategic manager water and waste attended a briefing on this at Environment Southland on 30 October. This explained the general direction of travel for this work and linkages to the limit setting process.
- 18 While there were limited specifics upon which to seek to assess the long – term implications for the Council, it is important that staff keep abreast of developments in this important area and ensure that elected representatives are also kept suitably informed.

Applications of Note Being Currently Processed

- 19 Greenbriar Limited has applied for a resource consent to expand the Ohai coal mine further to the east of its current footprint. This is being processed as a limited notified resource consent with submissions having recently closed. Two submissions were received. This matter is progressing through to a pre-hearing, and if a hearing is necessary this is likely to occur in mid-December 2018. At the time of writing, no requests have been made for this matter to be heard by a hearing commissioner, so a Regulatory and Consents Committee hearing may be required.
- 20 A resource consent application has been lodged for a new helicopter facility between Riversdale and Mandeville. This application is on hold pending the supply of further noise assessment information and some other additional information.

Matters before the Court

- 21 As elected representatives will be aware, Council is currently prosecuting the owners of two dogs involved in an attack on a member of the public in Winton. This matter is before the Court at present, and the indications are from the Court that it is unlikely to be heard before early 2019.

IANZ reaccreditation

- 22 Julie Conradi, quality assurance lead in the Environmental Services group will be covering this in more detail in her report to the Committee for the 28 November agenda.
- 23 However, this is an important focus for the group in the lead-up to the scheduled IANZ audit of March 2019.
- 24 Considerable advance effort is being undertaken to seek to position the Council's Building Solutions team positively for this audit, and also to review issues raised in other recent IANZ audits of other councils.

Staffing

- 25 Bronwyn Clark has joined the Environmental Services Group as environmental services administrator, following a recent resignation. Bronwyn is already known to some within the organisation having previously held an administration role with MWH/Stantec.
- 26 Courtney Ellison has resigned from the senior policy planner role for family reasons, and Theresa Cavanagh has moved from the Resource Management team into the property officer role within Council. Recruitment is currently underway in the resource management area, with interviews being scheduled at the time of writing.

Heritage

- 27 Johanna Massey, roving museums officer has been busy assisting with preparations for the opening of the Waikaia Museum. This is now scheduled for before Xmas 2018 (date to be confirmed)
- 28 Johanna has also been working closely with the Rakiura Museum redevelopment project. Building and resource consents have now been obtained for this project, and construction has recently commenced on Stewart Island/ Rakiura. Johanna has been advising on the initial stages of inventory and display work, and has also connected Rakiura committee members to the similar group at Waikaia, so learnings can be shared.
- 29 The Ministry of Culture and Heritage has recently been surveying stakeholders on their thoughts on New Zealand's heritage protection system. The Council through the Senior Policy Planner has provided feedback on behalf of the Council. It is understood that this feedback will be collated into a recommending report to the Ministry on future direction for heritage protection.

Dog Registration Process 2018/2019

- 30 As at the time of writing there were 533 dogs that have not been re-registered for the 2018/2019 year. Animal Control staff have completed the phone calls to all the relevant owners, the next steps are either:
- Issuing an infringement if not registered within 10 working days, relating to those owners that could be contacted by phone; or
 - Site visit to ensure dogs are still kept, and notice to register issued, relating to those owners that could not be contacted by phone.

Alcohol Licensing

- 31 There are 21 premises renewals, 6 manager renewals, and 11 new managers awaiting issue. These are being worked through and issued as resourcing allows.

Ministry of Primary Industries (MPI) Food Act Review

- 32 MPI has been undertaking a review of the Food Act, which was enacted in 2014, partly in response to concerns about the workability of the legislation for both customers and regulatory authorities. There are no indications at this stage from MPI on what actions may result from this review.

Recommendation

That the Regulatory and Consents Committee receives the report titled “Group Manager's Update Report” dated 7 November 2018.

Attachments

There are no attachments for this report.

Quality Assurance - Second Quarterly Update

Record No: R/18/11/25615
Author: Julie Conradi, Quality Assurance Lead
Approved by: Bruce Halligan, Group Manager Environmental Services

☐ Decision ☐ Recommendation ☒ Information

Overview

- 1 This quarterly report is to keep Members informed of the Quality Assurance (QA) Lead's progress within the Environmental Services Group.

IANZ Audit Preparation

- 2 The first internally executed 'process' audit of Council's Building Consent Authority (BCA) function by the Quality Assurance Lead was completed on 21/09/18. The perspective of this audit was alignment of Council's Policy, Processes and Quality Assurance System (QAS) against legislation. Items to be addressed as a result of this audit have been documented in a project log and the QA Lead is working with the Building Solutions Team on addressing these items as a very high priority. It is the team's intention to apply all changes by the end of November, prior to a second 'process' audit being completed by the Dunedin City Council BCA Quality Assurance Officer - Internal Auditor.
- 3 Following this, the Quality Assurance Lead intends to complete a technical review of the QAS Manual used by Council's BCA function. The perspective of this review will be significantly different with a focus on practical application rather than literal compliance. The intention of a technical review is to answer the question 'is this the best way for us to achieve the outcome we desire?' and involves the practical application of 'continuous improvement' and utilisation of modern technology as we understand whether we have evolved to continue working as efficiently and effectively as possible, or have stuck to a process that is now out-dated.
- 4 The results of this review and any recommended changes will be discussed with the Building Cluster of Councils and will commence only after Council has applied changes already identified as needed.

Process Optimisation

- 5 While waiting to source the required technical IT skills to execute system-related process changes, the Quality Assurance Lead has been working with the business to identify the customer journey that Council desires for its customers and is documenting business and functional requirements to support system changes. This work has focused in the below four areas of the ES Group:
 - Full revision of the Dog Registration Process
 - Staged transition to electronic processing of Building Consents
 - Alignment of the Invoicing Process across all three teams
 - Dashboard Style reporting for staff and Team Leaders

Project Treasure Map

- 6 The project plan to document all of Council's processes, capturing its Intellectual Property has been approved as a Pilot within the ES Group. Project planning has commenced with Team Leaders and the implementation of this project with staff is being carefully executed in a way that will support teams after the unexpected loss of a key staff member.

Website Content Upgrade Focus Group

- 7 The recently formed focus group for the ES Group's Website Content has resulted in positive across-Council collaboration and highlighted the need for regular review and adjustment of content as customer feedback is provided. While progress is being made to deliver the first priority of this focus group (improved quality of information and relevant content), the Communications team have delighted the focus group by developing an 'A-Z of Services' search page and a customer satisfaction feedback tab which were both on the 'innovative wish list'. This positive forward momentum in both content and features demonstrates the value of this focus group.

Recommendation

That the Regulatory and Consents Committee:

- a) **Receives the report titled "Quality Assurance - Second Quarterly Update" dated 8 November 2018.**

Attachments

There are no attachments for this report.