

## ENVIRONMENTAL POLICY AND SERVICES

Planning for and managing the use, development and protection of the natural and physical resources of the City in a manner which enables the City, and its communities and people, to provide for their social, economic and cultural needs in a sustainable, healthy and safe way while meeting the reasonably foreseeable needs of future generations. Administering and enforcing statutory regulation of building and development work, the health and safety of licensed premises activities and the keeping of dogs.

### STATEMENT OF OBJECTIVES AND SERVICE PERFORMANCE

Objectives for 1999/00	Performance Indicators	Actual	Target
1. Assist with the hearing of submissions on the City Plan, particularly as they relate to the objectives and policies.	1.1 Residents satisfied with the value for money of rates on overall city and environmental planning, at least	59%	60%
	1.2 Residents satisfied with the value for money of rates spent on regulating activities and investigating nuisances, at least	44%	57%
	1.3 Reports completed within time frame set down by City Plan process	100%	100%
2. Prepare concept plans for the environmental improvement of the Central City, urban renewal in the inner city and suburban shopping centres.	2.1 Complete within budget by	Budget not met	30 June 2000
	2.2 Complete plans for suburban shopping centres	Met. Edgeware & Woolston completed	Two shopping centres 30 June 2000
3. Complete the Natural Environment Strategy.	3.1 Complete by	Partially completed	31 December 1999
4. Undertake detailed studies of parts of the City subject to change and growth.	4.1 Complete by	30 June 2000	30 June 2000
5. Assess applications for grants to help retain listed heritage buildings.	5.1 Provide assistance to owners for	17 assessed by 30 June 2000	10 listed buildings by 30 June 2000
6. Prepare the annual State of the Environment monitoring report.	6.1 Complete by	Met	31 December 1999
7. Prepare for and defend references lodged with the Environment Court.	7.1 Successfully defend references to the Environment Court of at least	First defended case yet to be heard	90%
8. Administer the City Plan in an efficient and effective manner.	8.1 Meet the following consent applications processing standards (unless extension is authorised) Of subdivision applications within Of non-notified resource consents which do not require a hearing within Of notified resource consents within	74%	100% in 20 working days
		*	100% in 20 working days
		*	100% in 70 working days
	8.2 Residents who believe building or land developments in their local area during the year, have made their area worse, no more than	8%	12%
	8.3 Monitor and report on the compliance conditions associated with notified/non-notified consents during year for	100%	100% of resource consents
9. Investigate and respond to situations which cause nuisance or objectionable effects on human health and safety.	9.1 Undertake initial investigations of complaints of excessive noise	99%	100% within 2 working days

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### STATEMENT OF OBJECTIVES AND SERVICE PERFORMANCE

Objectives for 1999/00	Performance Indicators	Actual	Target
10. Inspect registered premises to ensure compliance with required environmental health standards.	10.1 Food premises identified as being at risk in terms of safety to be inspected	59%	All premises at least once
11. Process building consent applications within the time limits prescribed by the Building Act.	11.1 Subject to provision of complete information, process building consents within the time limits prescribed in the Building Act, at least	*	100%
12. To respond to and investigate complaints relating to nuisances caused by dogs.	12.1 Response and investigation in the following time frames: - aggressive behaviour - other complaints - complaints resolved	68%	(100% in 2 hours (100% in 72 hours (100% in 7 days

\* Not reliably measured due to systems difficulties.

The performance measures and the actual performance achieved for this significant activity, are to be reviewed in the 2000/01 year.

### STATEMENT OF COST OF SERVICES FOR THE YEAR ENDED 30 JUNE 2000

	2000 COSTS (After Internal Recoveries) \$000's	2000 INCOME \$000's	2000 NET COST \$000's	2000 ESTIMATE NET COST \$000's	1999 ACTUAL NET COST \$000's
<b>OPERATIONAL OUTPUTS</b>					
Consents and Applications	8,485	6,090	2,395	2,453	1,753
Environmental Effects Control	729	24	705	679	655
Plans and Policy Statements	1,487	31	1,456	1,549	1,935
Information and Advice	2,970	1,046	1,924	2,096	1,874
Animal Control	1,457	1,403	54	167	9
Consents and Applications	202	0	202	221	160
Policy Advice	2,303	25	2,278	2,325	2,342
Information	291	0	291	296	275
Environmental Promotion	262	0	262	230	240
Monitoring	191	0	191	170	159
Funds Administration	303	0	303	323	8
Energy Management	952	43	909	921	897
<b>COST OF SERVICE</b>	<b>\$19,632</b>	<b>\$8,662</b>	<b>\$10,970</b>	<b>\$11,430</b>	<b>\$10,307</b>

Notes (\$000's)

External Revenue included in Income is: Actual 2000 \$8662, Estimate 2000 \$9,407, Actual 1999 \$9,929.

Depreciation included is: Actual 2000 \$132, Estimate 2000 \$260, Actual 1999 \$334.

Refer to Note 22.