

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 with minimal compliance cost.

Statement of Objectives and Service Performance

Objectives for 2001/02	Performance Indicators	Actual	Target
1. Prepare concept plans for the environmental improvement of the Central City, urban renewal in the inner city and suburban shopping centres.	1.1 Complete plan for one suburban shopping centre by	Not achieved	30 June 2002
2. Complete the Strategic Open Space Environment Strategy.	2.1 Complete by	Draft completed & being reviewed	30 June 2002
3. Undertake detailed studies of parts of the City subject to change and growth.	3.1 Complete by	Awatea Block study completed	30 June 2002
4. Assess applications for grants to help retain listed heritage buildings.	4.1 Provide assistance to owners for	19 buildings by 30 June 2002	10 listed buildings by 30 June 2002
5. Prepare for and defend references lodged with the Environment Court.	5.1 Successfully defend references to the Environment Court, at least	67%	90%
6. Administer the City Plan in an efficient and effective manner.	6.1 Meet the following consent applications processing standards (unless extension is authorised):		
	Of subdivision applications	80%	100% in 20 working days
	Of non-notified resource consents which do not require a hearing	83%	100% in 20 working days
	Of notified resource consents	59%	100% in 70 working days
	6.2 Residents who believe building or land developments in their local area during the year, have made their area worse, no more than	12%	12%
	6.3 Monitor conditions imposed on resource consents to ensure these are actioned within periods stipulated on monitoring request forms for	100%	100% of resource consents
7. Investigate and respond to situations which cause nuisance or objectionable effects on human health and safety.	7.1 Undertake initial investigations of complaints of excessive noise	96%	100% within 2 working days

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Objectives for 2001/02	Performance Indicators	Actual	Target
8. Inspect registered premises to ensure compliance with required environmental health standards.	8.1 Food premises identified as being at risk in terms of safety to be inspected	83%	All premises at least once
9. Process building consent applications within the time limits prescribed by the Building Act.	9.1 Subject to provision of complete information, process building consents within the time limits prescribed in the Building Act, at least	94%	100%
10. To respond to and investigate complaints relating to nuisances caused by dogs.	10.1 Response and investigation in the following time frames:		
	- aggressive behaviour	93%	100% in 2 hours
	- other complaints	86%	100% in 72 hours
	- complaints resolved	91%	100% in 7 days
11. Survey through Annual Citizens Survey ratepayer satisfaction with environmental planning and services	11.1 Residents satisfied with the value for money of rates spent on overall city and environmental planning, at least	58%	60%
	11.2 Residents satisfied with the value for money of rates spent on regulating activities and investigating nuisances, at least	43%	57%

Statement of Cost of Services for the Year Ended 30 June 2002

	2002 Costs (After Internal Recoveries) \$000's	2002 Income \$000's	2002 Net Cost \$000's	2002 Estimate Net Cost \$000's	2001 Actual Net Cost \$000's
Operational Outputs					
Consents and Applications	7,734	5,642	2,092	2,221	2,312
Environmental Effects Control	915	281	634	656	697
Plans and Policy Statements	2,134	27	2,107	1,898	1,518
Information and Advice	3,475	1,471	2,004	2,367	2,481
Animal Control	1,558	1,308	250	61	81
Consents and Applications	206	0	206	166	227
Policy Advice	2,466	32	2,434	2,596	2,555
Environmental Promotion	358	1	357	404	250
Monitoring	78	0	78	91	48
Funds Administration	721	0	721	709	843
Energy Programmes	415	0	415	977	996
Cost of Service	\$20,060	\$8,762	\$11,298	\$12,146	\$12,008

Notes (\$000's)

External Revenue included in Income is: Actual 2002 \$8,762, Estimate 2002 \$9,831, Actual 2001 \$8,301.

Depreciation included is: Actual 2002 \$87, Estimate 2002 \$74, Actual 2001 \$104.

Refer Note 22.