Regulatory & Customer Services
Our Vision
Whanganui District Council is recognised nationally as a leader in the delivery of Customer and Regulatory Services

Introduction
This document sets the direction for our journey to be innovative leaders in the regulation of Liquor Licensing, Environmental Health, Animal Management, Parking Management, Building Control and Customer Services. It also provides a brief overview of the services provided by the Regulatory & Customer Services teams.

The Council’s Regulatory & Customer Services activities are critical functions in protecting public health and safety, and minimising risks by ensuring regulatory compliance, licensing and registrations occurs. The mission of the Whanganui District Council’s Regulatory & Customer Services Group is “to provide professional and customer focused services to ensure that our community is kept safe and free from harm”. A key strategy, in achieving this, is gaining voluntary compliance by working closely with the community to educate, inform, consult, guide and collaborate. Ensuring sound decision making through cross organisational information and collaboration.

We are becoming more responsive and customer focused. We talk to our communities, business owners, industries at large, and the wider government. And we listen! We tap into best practices and innovation to support our journey in gaining voluntary compliance, so the people of our district enjoy the social and economic benefits of our work.

Our Mission
To provide professional and customer focused services to ensure that our community is kept safe and free from harm
Whanganui District Council’s Building Control Team provides necessary coordination and controls relating to building work, use of buildings and management of physical resources. These measures are to safeguard people from injury or illness, and to protect property. Services include:

- Building control through administration of the Building Act, codes and regulations
- Swimming and Spa pool fencing control
- The operation and monitoring of the Compliance Schedule / Warrant of Fitness system
- Record and maintain records of building work in the district
- Provide a comprehensive inspectorial service for the public and other agencies
- Rapid assessments of buildings during emergency events

Building Control key operational initiatives for 2015/16:

- Ensure stakeholders are informed and educated in regards to compliance
- Online consenting
- Regional collaboration
- Sector engagement
- Providing excellent technical advice and compliance knowledge to our customers
Liquor Licensing

It is important that licensed premises and public places that surround licensed premises are safe places for people to frequent. Well-managed licensed premises can help ensure that Whanganui and its public places are a safe place to be at any hour. This contributes to the community’s sense of overall well-being and assists Whanganui to attract visitors. The objective of Liquor Licensing policies is to “Establish responsible ‘drinking’ practices within Whanganui”, which then contributes to social well-being.

Liquor Licensing key operational initiatives for 2015/16:

- Ease Regulatory burden and make it easier to do business
- Commit to lifelong learning and continuous improvement
- Facilitate the use of digital technology
- Improve communication with the community
- Minimise alcohol harm in the community
Whanganui District Council’s Environmental Health team strives to ensure our communities live in a safe and healthy environment, to build knowledge and proactively deliver quality health services. They provide a fair system of control over the use, development and protection of the environment with the aim of ensuring appropriate standards of convenience, safety, visual and social amenity are maintained. Services include:

- Minimising excessive noise
- Assessing standards of water supplies, and public swimming pools
- The implementation of Food Control Plans and food hygiene monitoring
- Environmental compliance monitoring and investigations, including nuisance conditions
- Litter Control
- Insanitary housing

Environmental Health key operational initiatives for 2015/16:

- To improve the general standard of food premises within the district through a grading system
- Bylaw education, promotion and management
- Facilitate the use of digital technology
- Cross sector collaboration
- Sustaining the safety and welfare of our community
Animal Management Services provides a comprehensive range of animal management measures to protect and safeguard the community. Whanganui District Council has a capable and experienced team responsible for animal management. Their aim is to promote responsible and considerate animal ownership and minimise animal nuisances. There are a number of enforcement options for our Animal Management Officers but a major focus of the team is achieving voluntary compliance. Services include:

- Ranging service for most types of animals
- 24 hour on call service
- Educating dog owners and the community on dog behaviour
- Advisory service on animal welfare

Animal Management Services key operational initiatives for 2015/16:

- Engage with the community and other agencies to achieve voluntary compliance
- Facilitate the use of digital technology
- Initiate partnerships with community groups to launch off a PR strategy
Parking Management Services

Our team provides traffic and parking control measures in respect of roads, public places and parking areas. This ensures that acceptable standards are maintained for the safe and orderly movement of traffic within the district. Services include:

- The enforcement of parking laws, and bylaws
- Patrolling of parking areas where restrictions apply
- Ensuring compliance with temporary restrictions
- Performance of traffic duty as and when required
- Assisting with Parking Management for large scale events

Parking Management Services’ key operational initiatives for 2015/16

- Engagement with Mainstreet, infrastructure, I-site and Whanganui and Partners plus other community groups.
- Keep abreast of technology changes in the parking industry.
- Assist groups with parking solutions for events.
The Council’s Customer Services and Regulatory Administration teams provide a comprehensive range of multi-functional customer and administration services on behalf of both our immediate group and wider Council, including liaising with other agencies and activities, to ensure efficient operation of the group and most importantly that customer needs are met. Services include:

- Processing applications
- Call Centre
- Call, contract and process management for after-hours calls
- LIMs
- Liquor and Food Licences
- Other licences such as hairdressers and camping grounds
- Dog registrations
- Cashiers
- Reception
- Temporary parking
- Invoicing
- Front-of-house duties

Regulatory & Customer Services’ key operational initiatives for 2015/16:

- Improve our customer service and availability to the community, while maintaining our legislative responsibilities
- Engage with the community to educate, inform, consult, guide and collaborate
- Develop guidelines, strategies, and operating procedures
- Review how we operate and how we are organised to get things done
- LIM review
- Accessibility to information and services via a variety of channels e.g. online accessibility
REGULATORY AND CUSTOMER SERVICES
OUR VISION
Whanganui District Council is recognised nationally as a leader in the delivery of Customer and Regulatory Services.

OUR MISSION
To provide professional and customer focused services to ensure that our community is kept safe and free from harm.

OUR GUIDING PRINCIPLES
- Achieve and report on regulatory results to remain transparent
- Apply a risk based decision making approach
- Innovate and invest in research, training, continuous improvement and the use of intelligent technology
- Drive harm minimisation while reducing perceived barriers, making it easier and more attractive to do business

OUR KEY RESULTS AREAS AND STRATEGIES TO GET THERE

COMMUNITY & INDUSTRY TRUST
Nuisances are managed or eliminated to ensure people live safely and harmoniously
Provides guidance and information in relation to sustainable building procedures

Excellence in customer service
Promoting the awareness of hazards and self-preparedness measures to build a resilient community.

Strategies to get there
- Apply a tailored regulatory approach that is transparent, evidence-based and responsive to community and industry expectations.
- Increased coordination within and between groups to ensure a high level of readiness and response
- Maintaining relationships with key government agencies and advocating on behalf of the local community
- Ensure robust information on issues is available, so that informed decisions are made.
- Provide customers with clear information on our requirements
COMPLIANT & SATISFIED BUSINESSES

Informed, responsible, compliant and sustainable community

Harm minimisation is at the core of community and business best practices

Enforcement decisions that are consistent, fair, transparent, and proportionate

Business outcomes that are balanced with community expectations and public interest

Strategies to get there

- Engage with the community to gain voluntary compliance through education, consultation, guiding and collaboration
- Identify historical, existing and emerging risks
- Keep abreast of imminent legislative changes which will impact on our assessment / inspection requirements
- Embed outcomes and risk-based regulation, prudent risk taking and critical thinking across our group.
- Consultation with retailers, shoppers and visitors to ensure that parking is well connected and convenient

DIGITALLY INTEGRATED GROUP

A sustainable and environmentally safe community

Leaders in the field of regulatory and customer services

The use of technology to optimise operational efficiencies

A collaborative approach to digital solutions to exceed customer expectations

Strategies to get there

- Develop innovative approaches that build our leadership role.
- Ensure sound decision-making through robust analysis, cross-organisational information and collaboration
- Promote staff mobility by developing and introducing technological solutions
- Foster high performance, innovation and continuous improvement through excellence in leadership and people
# OPERATIONAL PLAN

**Group Vision:** Whanganui District Council is recognised nationally as a leader in the delivery of Customer, Regulatory, and Emergency Management Services

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<tbody>
<tr>
<td><strong>Office of Regulatory and Customer Services</strong></td>
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<tr>
<td>Deeply united – lead by example as a Council with a positive organisational culture and a dynamic, visionary and forward-looking leadership style</td>
<td>Cultural Alignment programme</td>
<td>All staff</td>
<td>Ongoing, this is a long term programme. Introduction sessions began in August.</td>
<td>Programme facilitated by Andrew Tripe, all staff to be involved in the process. A cross section of staff are required for working groups.</td>
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<tr>
<td>Works for everyone – To drive harm minimisation while reducing perceived barriers, making it easier and more attractive to do business</td>
<td>Improve our customer service and availability to the community, while maintaining our legislative responsibilities</td>
<td>CS Group Leaders / IT / Group staff</td>
<td>First part of digital solutions have been implemented. At the end of financial year Health and Building to be fully mobile, and providing online services.</td>
<td>Determine business needs and develop and introduce digital solutions in order to mobilise staff and reduce “office time”. Connect to the community by informing them of key requirements and expectations through various forums</td>
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<td>Works for everyone – Business outcomes that are balanced with community expectations and public interest</td>
<td>Engage with the community to educate, inform, consult, guide and collaborate</td>
<td>CS Group Leaders</td>
<td>Ongoing – First initiatives to be implemented by year end</td>
<td>Raise profile of group by engaging with the community at key events, and developing and maintaining key relationships with various stakeholders</td>
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<tr>
<td>Works for everyone – Compliance decisions that are consistent, fair, transparent, and proportionate</td>
<td>Develop guidelines, strategies, and operating procedures.</td>
<td>CS Group Leaders, external training providers, Legal Advisor</td>
<td>Compliance strategy completed December 2015. All Standard Operating Procedures updated June 2016 – review of training needs by October 2015</td>
<td>Develop Compliance Strategy and conduct training needs assessments and training plans, update Standard Operating Procedures as required</td>
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<tr>
<td>Powered by creative smarts – Move away from traditional work practices to be innovative and leaders in our field and</td>
<td>Review how we operate and how we are organised to get things done.</td>
<td>Initially CS Group Leaders then other key staff.</td>
<td>Review completed December 2015 Changes implemented by June 2016</td>
<td>Consult with key staff, and identify where improvements can be made. Implement changes. Conduct gap analysis.</td>
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<td>Environmental Health</td>
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<td>Ease Regulatory burden and make it easier to do business.</td>
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<td>All health team.</td>
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<td>On-going.</td>
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<td>Assist with Food Plan development. Follow standard operating procedures for consistency. Make ourselves more available to assist organisations with meeting regulatory requirements.</td>
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<td>Commit to lifelong learning and continuous improvement.</td>
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<td>All health team</td>
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<td>Annual Liquor and Health conferences to be attended. Promapping of Operating procedures have commenced.</td>
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<td>Attend industry conferences and identified specialist training. Continue to map our processes (Promapp). Listening to community surveys</td>
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<td>Facilitate the use of digital technology.</td>
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<td>Do away with paper processes wherever possible. Procure and implement use of best practice technology for field operations.</td>
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<td>Works for everyone – Business outcomes that are balanced with community expectations and public interest</td>
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<td>Improve communication with the community.</td>
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<td>All health team</td>
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<td>Website to be updated and current by end of year.</td>
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<td>Improve on-line presence. Attendance at promotions, seminars etc.</td>
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<td>Works for everyone - Outcomes that are balanced with community expectations and public interest</td>
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<td>Sustaining the safety and welfare of our community.</td>
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<td>All health team</td>
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<td>Annual inspections undertaken in accordance with licence renewal dates. Nuisances resolved in accordance with council policies.</td>
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<td>Building Control</td>
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<td>Flowing with richness – Provide a proactive approach to</td>
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<td>Ensure stakeholders are informed and educated in regards to compliance.</td>
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<td>Building Team</td>
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<td>September 2015 onwards</td>
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<td>Working closely with the sector and engaging in open communication.</td>
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<td>Ensuring that buildings are safe and accessible for all.</td>
<td>Online consenting.</td>
<td>IT Dept. &amp; Building Team</td>
<td>December 2015 onwards</td>
<td>Develop online capabilities for the lodgement of building consents.</td>
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<tr>
<td>Powered by creative smarts – Being innovative and continuously looking to improve how we do business.</td>
<td>Regional collaboration.</td>
<td>Team Leader Building Control</td>
<td>2015 onwards</td>
<td>Continue to forge and maintain links within the Manawatu-Whanganui Regional BCA Cluster initiative including the shift towards more national collaboration.</td>
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<tr>
<td>Deeply united – Lead by example as a group with a positive organisational structure with dynamic and visionary leadership.</td>
<td>Sector engagement.</td>
<td>Building Team</td>
<td>September 2015 onwards</td>
<td>Engage with focus groups taken from the sector and engage in open and frank dialogue. Approach and engage with the wider sector and respond to sector expectations.</td>
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<tr>
<td>Works for everyone – We are welcoming, empowering and enabling, supporting everyone to flourish.</td>
<td>Excellent technical advice and compliance knowledge.</td>
<td>Building Team</td>
<td>September 2015 onwards</td>
<td>Continue to investigate and provide training and development opportunities for staff. Relay the benefits of this to internal and external customers.</td>
</tr>
<tr>
<td>Works for everyone – We are welcoming, empowering and enabling, supporting everyone to flourish.</td>
<td>Engagement with Mainstreet, infrastructure, I-site and Whanganui and Partners plus other community groups as to what the needs are.</td>
<td>Parking leadership and the officers.</td>
<td>Ongoing - working within the approved Parking Management Plan and networking wider within Council and the Business Community.</td>
<td>Consult with Mainstreet and Whanganui and Partners on a regular basis. Identify in conjunction with other council areas what the community has been requesting.</td>
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<tr>
<td>Parking Services</td>
<td>Keep abreast of technology changes in the parking industry.</td>
<td>Parking team in conjunction with IT.</td>
<td>Short term – investigate the real time update of infringements into Property and rating (June 2016)</td>
<td>Attendance at conferences, networking within the industry, updating through internet research.</td>
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</tbody>
</table>
## Deeply united – ensuring we provide safe, accessible and inclusive parking solutions for our community

Assist groups with parking solutions for events.  
Parking team.  
Ongoing – as and when requested.  
Working with our community to locate areas, using our own assets.

## Animal Management

**Works for everyone – Manages the dog database of known and registered dogs**  
Engage with the community and other agencies to achieve voluntary compliance.  
Animal Management Team.  
Yearly, follow up on known but unregistered dogs in the database.  
Working with the community, visiting residences, bringing in updates for entry.

**Powered by creative smarts – Move away from traditional work practices be innovative and leaders in our field and make us the group where everyone wants to work.**  
Facilitate the use of digital technology.  
Animal Management Team.  
First part of developing system will start in January next year.  
Do away with paper processes wherever possible.  
Procure and implement use of best practice technology for field operations.

**Deeply united- working with the community to lift the profile of Animal Management in a positive light.**  
Initiate partnerships with community groups to launch off a PR strategy.  
Animal Management Team, Council’s Communication staff and Safer Whanganui.  
June 2016 have a strategy.  
July 2016 commence first stage of strategy  
December 2016 review success.  
Working with Council’s Communication team and Policy staff, Safer Whanganui representatives start to develop a strategy using their contacts to initiate partnerships.

## Customer Services

** Deliver consistently high level of customer service and first point of contact resolution.**  
- accountability and responsibility  
All  
Ongoing  
Cultural alignment  
Celebrating success and excellent work etc.  
CCS  
- Including staff acknowledgements & SMT acknowledgement  
Customer Charter  
- Job shadowing  
- Training  
- Internal “buddy” system  
Tools for managing conflict and difficult situations (pilot)
<table>
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<tr>
<th>Image 1</th>
<th>Image 2</th>
<th>Image 3</th>
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<tbody>
<tr>
<td>Accessibility to information and services via a variety of channels e.g. online accessibility. Text etc.</td>
<td>All CS Staff IT Knowledge Base, website etc Communications in cooperation with individual activities.</td>
<td>Ongoing Acknowledged as key risk and project October 2015</td>
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<td>Capturing and effective sharing of information and knowledge.</td>
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<td>The best utilisation of current and emerging technologies. LIMs – and automation – identified as risk</td>
<td>CS. Planning, Infrastructure with IT</td>
<td>LIM – audit review, recommendations approved by SMT in September 2015, added to Council key projects list October 2015. Key working group meeting November to determine objectives and outcomes</td>
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<td>“affected party”/“end user” Inclusion in reviews, investigations, considerations and decisions regarding implementation of technology/systems directly related to functionality of roles</td>
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