



Regulatory & Customer Services



WHANGANUI
DISTRICT COUNCIL
Te Kaunihera a Rohe o Whanganui

Our Vision

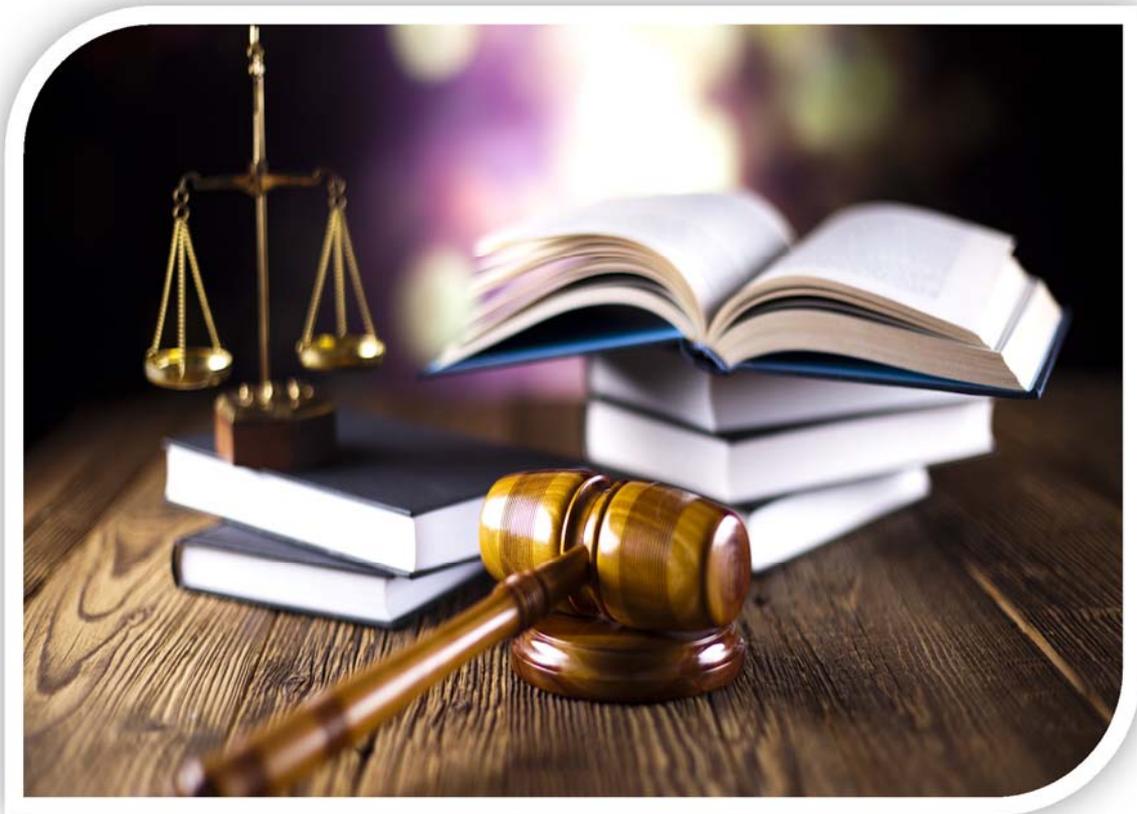
Whanganui District Council is recognised nationally as a leader in the delivery of Customer and Regulatory Services

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

Building Control



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:

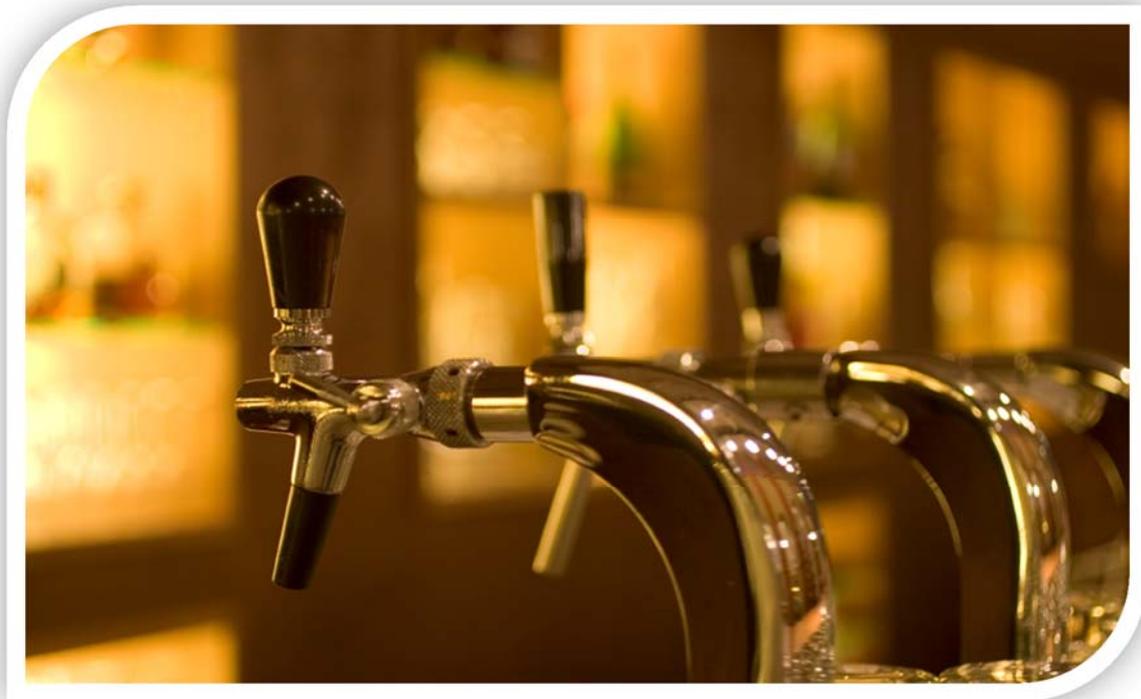
- ❖ Building control through administration of the Building Act, codes and regulations
- ❖ Swimming and Spa pool fencing control
- ❖ The operation and monitoring of the Compliance Schedule / Warrant of Fitness system
- ❖ Record and maintain records of building work in the district
- ❖ Provide a comprehensive 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



Environmental Health



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



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:

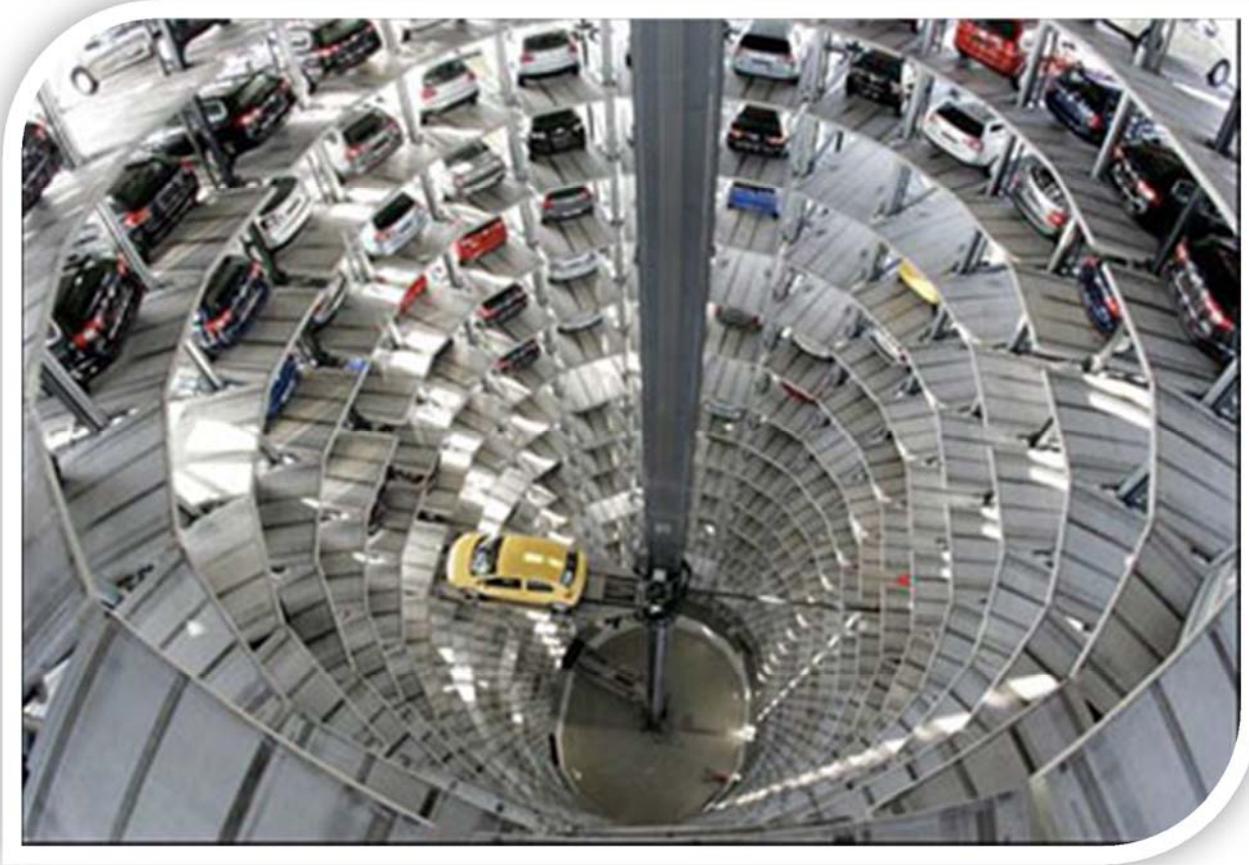
- ❖ Ranging service for most types of animals
- ❖ 24 hour on call service
- ❖ Educating dog owners and the community on dog behaviour
- ❖ Advisory service on animal welfare

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.



Regulatory & Customer Services



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.

Regulatory approach

OUR MISSION

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

Customer friendly approach

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

1

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

2

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

3

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				
Why?	What?	Who?	When?	How?
Office of Regulatory and Customer Services				
Deeply united – lead by example as a Council with a positive organisational culture and a dynamic, visionary and forward-looking leadership style	Cultural Alignment programme	All staff	Ongoing, this is a long term programme. Introduction sessions began in August.	Programme facilitated by Andrew Tripe, all staff to be involved in the process. A cross section of staff are required for working groups.
Works for everyone – To drive harm minimisation while reducing perceived barriers, making it easier and more attractive to do business	Improve our customer service and availability to the community, while maintaining our legislative responsibilities	CS Group Leaders / IT / Group staff	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.	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
Works for everyone – Business outcomes that are balanced with community expectations and public interest	Engage with the community to educate, inform, consult, guide and collaborate	CS Group Leaders	Ongoing – First initiatives to be implemented by year end	Raise profile of group by engaging with the community at key events, and developing and maintaining key relationships with various stakeholders
Works for everyone – Compliance decisions that are consistent, fair, transparent, and proportionate	Develop guidelines, strategies, and operating procedures.	CS Group Leaders, external training providers, Legal Advisor	Compliance strategy completed December 2015. All Standard Operating Procedures updated June 2016 – review of training needs by October 2015	Develop Compliance Strategy and conduct training needs assessments and training plans, update Standard Operating Procedures as required
Powered by creative smarts – Move away from traditional work practices to be innovative and leaders in our field and	Review how we operate and how we are organised to get things done.	Initially CS Group Leaders then other key staff.	Review completed December 2015 Changes implemented by June 2016	Consult with key staff, and identify where improvements can be made. Implement changes. Conduct gap analysis.

make us the group where everyone wants to work.			Other Group layout changes December 2016	Be innovative and find our point of difference.
Environmental Health				
Works for everyone – Compliance decisions that are consistent, fair, transparent, and proportionate	Ease Regulatory burden and make it easier to do business.	All health team.	On-going.	Assist with Food Plan development. Follow standard operating procedures for consistency. Make ourselves more available to assist organisations with meeting regulatory requirements.
	Commit to lifelong learning and continuous improvement.	All health team	Annual Liquor and Health conferences to be attended. Promapping of Operating procedures have commenced.	Attend industry conferences and identified specialist training. Continue to map our processes (Promapp). Listening to community surveys
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.	All health team.	First part of digital solutions have been implemented. At the end of financial year Health to be fully mobile, and providing online services	Do away with paper processes wherever possible. Procure and implement use of best practice technology for field operations.
Works for everyone – Business outcomes that are balanced with community expectations and public interest	Improve communication with the community.	All health team	Website to be updated and current by end of year.	Improve on-line presence. Attendance at promotions, seminars etc.
Works for everyone - Outcomes that are balanced with community expectations and public interest	Sustaining the safety and welfare of our community.	All health team	Annual inspections undertaken in accordance with licence renewal dates. Nuisances resolved in accordance with council policies.	Health and liquor premises inspections. Cleansing orders. Rapid resolution of public nuisances.
Building Control				
Flowing with richness – Provide a proactive approach to	Ensure stakeholders are informed and educated in regards to compliance.	Building Team	September 2015 onwards	Working closely with the sector and engaging in open communication.

ensuring that buildings are safe and accessible for all.				
Powered by creative smarts – Being innovative and continuously looking to improve how we do business.	Online consenting.	IT Dept. & Building Team	December 2015 onwards	Develop online capabilities for the lodgement of building consents.
Deeply united – Lead by example as a group with a positive organisational structure with dynamic and visionary leadership.	Regional collaboration.	Team Leader Building Control	2015 onwards	Continue to forge and maintain links within the Manawatu-Whanganui Regional BCA Cluster initiative including the shift towards more national collaboration.
Works for everyone – We are welcoming, empowering and enabling, supporting everyone to flourish.	Sector engagement.	Building Team	September 2015 onwards	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.
Works for everyone – We are welcoming, empowering and enabling, supporting everyone to flourish.	Excellent technical advice and compliance knowledge.	Building Team	September 2015 onwards	Continue to investigate and provide training and development opportunities for staff. Relay the benefits of this to internal and external customers.
Parking Services				
Works for everyone – Manages the development and distribution of parking facilities in the city centre.	Engagement with Mainstreet, infrastructure, I-site and Whanganui and Partners plus other community groups as to what the needs are.	Parking leadership and the officers.	Ongoing - working within the approved Parking Management Plan and networking wider within Council and the Business Community.	Consult with Mainstreet and Whanganui and Partners on a regular basis. Identify in conjunction with other council areas what the community has been requesting.
Powered by creative smarts – continually review and improve processes and practices	Keep abreast of technology changes in the parking industry.	Parking team in conjunction with IT.	Short term – investigate the real time update of infringements into Property and rating (June 2016)	Attendance at conferences, networking within the industry, updating through internet research.

			Long term – continue to liaise with the industry suppliers. Look at sensor technologies.	
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				
	<p>Deliver consistently high level of customer service and first point of contact resolution.</p> <p>- accountability and responsibility</p>	All	<p>Ongoing</p> <p>Charter being finalised</p> <p>Tools for managing conflict and difficult situations (pilot)</p>	<p>Cultural alignment Celebrating success and excellent work etc. CCS</p> <ul style="list-style-type: none"> - Including staff acknowledgements & SMT acknowledgement <p>Customer Charter</p> <ul style="list-style-type: none"> - Job shadowing - Training - Internal “buddy” system

			training scheduled for 26 November 2015	Conflict resolution training - Inter-activity relationship development No wrong door Business Friendly initiative
	<p>Accessibility to information and services via a variety of channels e.g. online accessibility. Text etc.</p> <p>Capturing and effective sharing of information and knowledge.</p>	<p>All CS Staff IT</p> <p>Knowledge Base, website etc Communications in cooperation with individual activities.</p>	<p>Ongoing</p> <p>Acknowledged as key risk and project October 2015</p>	<ul style="list-style-type: none"> - Text messages - Online communications - Knowledge Base - MINDFUL: Not exclude those who have no access to electronic options - Establish firmer communications lines between CS and individual activities - Assign specific CS to activity as their “go to” person - user friendly website - Knowledge Base updated and progressing for access by all staff (link to auto update website as appropriate) - Job shadowing - Council data tagged and saved in Hubble etc
	<p>The best utilisation of current and emerging technologies.</p> <p>LIMs – and automation – identified as risk</p>	<p>CS. Planning, Infrastructure with IT</p>	<p>LIM – audit review, recommendations approved by SMT in September 2015, added to Council key projects list October 2015.</p> <p>Key working group meeting November to determine objectives and outcomes</p>	<p>“affected party”/“end user”</p> <p>Inclusion in reviews, investigations, considerations and decisions regarding implementation of technology/systems directly related to functionality of roles</p>

--	--	--	--	--