

Tasman District Council

Public Health and Safety Activity Management Plan

2012-2022

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1. INTRODUCTION

1.1 The Public Health and Safety Activity Management Plan: What is it and why is it produced?

The Public Health and Safety Activity Management Plan (AMP) covers one of 13 groups of activities addressed in the Tasman District Council Long Term Plan (LTP). This plan is, therefore, strongly linked to the overall strategic direction for the district. The LTP is the document and process that alerts the community to the key issues and strategies contained in this document.

The purpose of this plan is to outline and to summarise in one place and one group of activities, the Council's strategic approach for the delivery of regulatory services under a number of statutes which require local government to implement various administrative responsibilities relating to public health and safety.

The AMP demonstrates responsible management of the function on behalf of ratepayers and stakeholders and assists with the achievement of community outcomes and statutory compliance. The AMP combines management, financial, and technical practices to ensure that the level of service required by the law and expected by the community is provided in the most operationally effective and sustainable manner.

This AMP is based on existing levels of service, currently available information, and the existing knowledge/judgement of the Council staff.

This plan has been prepared in line with the requirements of the Local Government Act 2002 and in accordance with the general principles of Basic Asset Management recommended in the International Infrastructure Management Manual.

1.2 Rationale for The Council's Involvement in Public Health and Safety

Public Health and Safety is a term that encompasses a large number of Council activities - from liquor licensing to parking control. It involves Council's role in overseeing the implementation of various local regulations (bylaws) and central government legislation.

Public Health and Safety comprises the following activities:

- Building Control
- Environmental Health which includes Liquor Licensing, Food Safety, and Bylaw Administration
- Animal Control
- Civil Defence Emergency Management
- Rural Fire
- Maritime Safety
- Parking Control

A purpose of local government, under the Local Government Act 2002 (section 10(b)) is “to promote the social, economic, environmental, and cultural well-being of communities, in the present and for the future.” The Public Health and Safety activity contributes to this well-being of the community, and the sustainable development of the district, by:

- promoting community confidence and trust in the regulatory procedures and decisions
- providing expertise to ensure that all tasks are effectively implemented, and
- applying fairness and sound judgement to all decisions.

As such, the activity contributes to the sustainable development of the district and the wellbeing of the community by ensuring that actions, or non-actions, taken by people in the Tasman district are lawful, sustainable, and safe.

Much of the work done within the activity is to protect public health and safety, and in response to central government legislation. The Council carries out those responsibilities largely in-house where the skills needed to do the job are available. Where the skills are not available, the Council subcontracts out the work, while maintaining legal responsibility and a project management role.

While Council does not have a choice about providing the regulatory services, there is some discretion over the manner and degree to which the functions are delivered. In the past, the rationale for Council’s involvement has been influenced by whether:

1. The community has confidence in the service provided historically by the Council (and so the Council continues to provide the service).
2. The Council already provides the service and to change the mode of delivery would be more costly and less effective.
3. The community expects the Council to play a role in the provision of the service.
4. The Council considers that it can contribute to and/or enhance community well-being by providing the service.

1.3 Council’s Principal Objectives

The Council’s stated vision statement is for ***“Thriving communities enjoying the Tasman lifestyle”***.

This is supported by the Council’s Mission statement ***“To enhance community wellbeing and quality of life”***.

A number of corporate objectives directly relate to the Activity Management process:

- (a) *To implement policies and financial management strategies that advance the*

Tasman District.

- (b) *To ensure sustainable management of natural and physical resources, and security of environmental standards.*
- (c) *To sustainably manage infrastructural assets relating to Tasman District.*
- (d) *To enhance community development and the social, natural, cultural and recreational assets relating to Tasman District.*
- (e) *To promote sustainable economic development in the Tasman District.*

1.4 Community Outcomes

Through consultation, eight Community Outcomes have been identified. These community outcomes are linked to community well being (social, environmental, economic and cultural) and Council’s objectives as shown in **Error! Reference source not found.**

Table 1: Community Wellbeings, Outcomes, Council Objectives, Group and Activities

Community Outcomes	Council Objectives	Council Groups of Activities	Council Activities
Community Wellbeing - Environmental			
Our unique environment is healthy and protected.	To ensure sustainable management of natural and physical resources and security of environmental standards.	Environmental Management	Resource Policy Resource Information Resource Consents and Compliance Environmental Education, Advocacy and Operations
Our urban and rural environments are pleasant, safe and sustainably managed.		Public Health and Safety	Building Control Environmental health Animal control Rural Fire Maritime Administration Emergency management Rivers and Flood Management
Our infrastructure is safe, efficient and sustainably managed.	To sustainably manage infrastructural assets relating to Tasman District.	Transportation,	Regional Cycling and Walking Strategy Land Transportation Coastal Structures Aerodromes
		Sanitation, drainage and water supply	Solid Waste Wastewater Stormwater Water Supply
Community Wellbeing – Social and Cultural			
Our communities healthy, resilient, and enjoy their quality of life.	To enhance community development and the social, natural, cultural and recreational assets relating to Tasman District.	Cultural services and grants.	Cultural services and community grants
Our communities respect regional history, heritage and culture.		Recreation and Leisure	Community recreation Camping grounds Libraries Parks and Reserves

Our communities have access to a range of cultural, social, educational and recreational services.		Community Support services	Community facilities Community housing Governance
Our communities engage with Council's district-decision making processes.			
Community Wellbeing - Economic			
Our growing and sustainable economy provides opportunities for us all.	To implement policies and financial management strategies that advance. To promote sustainable development in the Tasman District.	Council Enterprises.	Forestry Property Council controlled organisations.

The way in which the Public Health and Safety activity contributes to community outcomes is shown in Table 2.

Table 2: Community Outcomes to which the Activity primarily contributes

Community Outcomes	How the Activity Contributes
1. Our unique environment is healthy and protected.	Managing risk from rural fire, and ensuring recreational boating is safe keeps Tasman special.
2. Our urban and rural environments are pleasant, safe and sustainably managed.	The activity ensures that living environments are safe, and that the activities of others do not negatively impact on citizen's lives. Through ensuring buildings are well constructed, safe and weathertight, the activity contributes to the development of the district, and also ensures that the resale value of the community's assets is protected.
3. Our infrastructure is safe, efficient and sustainably managed.	Parking control ensures parking facilities are available to ensure public access to urban retailers and services.
4. Our communities healthy, resilient, and enjoy their quality of life.	This activity safeguards the community's health and wellbeing by ensuring standards of construction, food safety, and registered premises operation are met and that liquor consumption and nuisances from dogs and stock, and risk from fire do not adversely affect quality of life. Our civil defence and emergency management system is designed to promote safety of people and a resilient community
5. Our communities respect regional history, heritage and culture.	NA

6. Our communities have access to a range of cultural, social, educational and recreational services.	Safe boating and providing such things as ski lanes ensures community access to the coastal waters of Tasman.
7. Our communities engage with Council's district-decision making processes.	We encourage people to be involved in making preparations in the event of a civil emergency
8. Our developing and sustainable economy provides opportunities for us all.	NA

2. LEVELS OF SERVICE AND PERFORMANCE MEASURES

2.1 Introduction

A key objective of this AMP is to match what we do in providing the service to meet public health and safety needs, as required by law and in accordance with expectations of the community and their willingness to pay for the service. Activity management planning requires a clear understanding of why we do what we do. The Levels of Service are intended:

- to inform people of the proposed type and level of service to be offered (now and in the future),
- as a focus for the work required to deliver the agreed level of service,
- to enable people to assess suitability, affordability and equity of the services offered.

There are many factors that need to be considered when deciding what level of service the Council will aim to provide. These factors include:

1. Council needs to aim to understand and meet the needs and expectations of the community.
2. Council must meet its statutory obligations as outlined in Section 1.2
3. The service must be operated within Council policy and objectives, as outlined in Section 1.
4. The community must be able to fund the level of service provided.

2.2 Customer Research and Expectations

The Council's knowledge of customer expectations and preferences is based on a variety of consultation activities. These are summarised in Appendix 2 and include:

- Public meetings
- Community satisfaction surveys
- Feedback from elected members, advisory groups and working parties

- Analysis of customer service requests and complaints
- Consultation with interested communities on issues and policy planning proposals
- Consultation via the LTP and Annual Plan processes.
- Public submissions on bylaws and key policies.

2.3 The Activity Goal and Principal Objectives

The strategic direction is to provide Council's regulatory services in a professional, competent and timely fashion. With respect to each regulatory services activity, our operating intentions with respect to level of service are:

1. For Building Control, to ensure buildings are constructed in a safe manner and that building control activities are delivered in a timely and proficient manner.
2. For Environmental Health, to ensure that food provided for sale is safe, free from contamination and prepared in suitable premises, that other public health risks are managed through the appropriate licensing of premises and operations, to reduce and where possible prevent the occurrence and spread of communicable diseases. To ensure the responsible sale of liquor in the district by managing all applications in a timely and proficient manner, and to ensure that bylaws regulating activities are administered in a timely and proficient manner with the aim of safeguarding public health and safety.
3. For Animal Control, to minimise the danger, distress, and nuisance caused by dogs and wandering stock and ensure all known dogs are recorded and registered.
4. For Civil Defence Emergency Management, build a resilient community where the potential effects of "all hazards" have been minimised and the community is ready to respond in the face of natural hazard events and emergencies.
5. For Rural Fire, to safeguard life and property by the prevention, detection, restriction and control of fire in forest and rural areas.
6. For Maritime Administration, to ensure Tasman's harbour waters are safe and accessible and that all known commercial operators are registered.
7. For Parking Management, to facilitate the public's access to urban retailers and services, respond to any misuse of disabled parking, and remove reported abandoned vehicles.

2.3.1 Activity Goal

The Public Health and Safety activity goal is to:

1. See that development of the District achieves high standards of safety, design, and operation with minimum impact and public nuisance,

2. Offer excellent customer service in providing information on development and other opportunities, and
3. Ensure permit and licensing systems are administered fairly and efficiently and in a way that will protect and enhance our unique environment and promote healthy and safe communities.

2.3.2 Principal Objectives

The principle objectives of the Public Health and Safety activity are to:

- Process consent applications and undertake associated inspections in accordance with, and to ensure compliance with, the various statutory requirements
- Prepare and administer any policies required under the various statutory requirements
- Undertake enforcement where necessary to ensure compliance with statutory obligations
- Provide accurate information and maintain appropriate records arising from the regulatory service activity
- Build a self-reliant community that has reduced vulnerabilities to emergency events and has the ability to respond and recover.

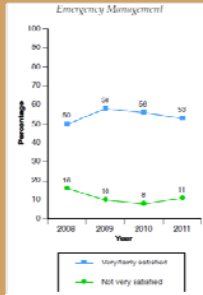
2.4 Future Planned Levels of Service and Performance Measures

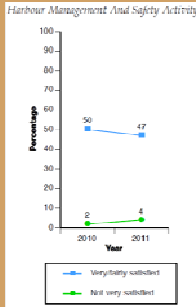
The Council will monitor and report its actual performance against the following measures described in Table 3:

Table 3: Performance Measures

Our level of service - What the Council will do and how we will measure performance over the 10 years from 2012-2022

Levels of Service (We provide)	We will know we are meeting the Level of Service if...	Current Performance	Forecast Performance Year 1	Forecast Performance Year 2	Forecast Performance Year 3	Forecast Performance By Year 10
We will provide building control services in a professional and timely manner to ensure building work is safe and in accordance with the New Zealand Building Code.	<p>Applications for building consent and code compliance certificates (CCC) are processed within statutory timeframes.</p> <p>We maintain Building Consent Authority Accreditation.</p>	<p>94.3% of building consent applications were processed within statutory time frames.</p> <p>86% CCCs were processed within statutory timeframes.</p> <p>Reaccreditation as a Building Consent Authority was achieved March 2010.</p>	<p>Building consents = 98%</p> <p>CCCs =95%</p> <p>Accreditation maintained</p>	<p>Building consents = 100%</p> <p>CCCs =98%</p> <p>Accreditation maintained</p>	<p>Building consents = 100%</p> <p>CCCs =100%</p> <p>Accreditation maintained</p>	<p>100%</p> <p>CCCs = 100%</p> <p>Accreditation maintained</p>
<p>We will provide an environmental health service that:</p> <p>a. In association with other agencies, fosters the responsible sale and consumption of liquor.</p>	<p>In conjunction with the New Zealand police, we detect no sale of liquor to minors through random controlled purchase operations run annually.</p>	<p>Four operations were undertaken. Only one offence was detected during one of the operations.</p>	<p>At least two annual operations with no offences detected.</p>	<p>At least two annual operations with no offences detected.</p>	<p>At least two annual operations with no offences detected.</p>	<p>At least two annual operations with no offences detected.</p>

Levels of Service (We provide)	We will know we are meeting the Level of Service if...	Current Performance	Forecast Performance Year 1	Forecast Performance Year 2	Forecast Performance Year 3	Forecast Performance By Year 10
b. Ensures that food provided for sale is safe, free from contamination and prepared in suitable premises.	All food premises are inspected at least once annually for compliance and appropriately licensed.	100%	100%	100%	100%	100%
We will provide animal control services to minimise the danger, distress, and nuisance caused by dogs and wandering stock and to ensure all known dogs are recorded and registered.	All known dogs are registered annually by 30 September.	96.2%	100%	100%	100%	100%
	We response to high priority dog complaints within 60 minutes, 24 hours a day, seven days a week.	100%	100%	100%	100%	100%
We will have in place a civil defence and emergency management system that is designed to promote the safety of people and a resilient community in the event that emergencies occur.	The level of community support for Council's civil defence emergency management activity is rated as fairly satisfied or better through community survey.	Actual = 53%. The Communitrak™ residents' survey undertaken in May/June 2011 showed 53% of residents were either satisfied or very satisfied with the activity.	50% 	50%	50%	50%

Levels of Service (We provide)	We will know we are meeting the Level of Service if...	Current Performance	Forecast Performance Year 1	Forecast Performance Year 2	Forecast Performance Year 3	Forecast Performance By Year 10
To safeguard life and property by the prevention, detection, restriction and control of fire in forest and rural areas.	The area of forest lost through fire annually does not exceed 20 hectares.		No more than 20 ha lost through fire annually.	No more than 20 ha lost through fire annually.	No more than 20 ha lost through fire annually.	No more than 20 ha lost through fire annually.
We will provide Maritime Administration services to ensure Tasman's harbour waters are safe and accessible and that all known commercial vehicle operators are licensed.	Residents with an understanding of Maritime Administration rate their satisfaction with this activity as "fairly satisfied" or better in annual surveys.	Actual = 92%. The Communitrak™ residents' survey undertaken in May/June 2011 showed 92% of residents with an understanding of the activity were either satisfied or very satisfied with the activity. Overall, 47% of residents were satisfied with the activity, with the majority of residents not being able to comment.	90%	90%	90%	90%
	All known commercial vessel operators are licensed.	100%		100%	100%	100%

Levels of Service (We provide)	We will know we are meeting the Level of Service if...	Current Performance	Forecast Performance Year 1	Forecast Performance Year 2	Forecast Performance Year 3	Forecast Performance By Year 10
We will provide parking control services to facilitate the public's access to urban retailers and services, respond to any misuse of disabled parking, and remove reported abandoned vehicles.	Compliance by not less than 80 out of every 100 vehicles parking in time controlled areas within the Traffic Bylaw, based on an annual snap survey.	Survey undertaken in January 2011 with 83% compliance - target achieved	80%	85%	90%	95% - 100%

Quarterly monitoring reports detailing activity levels within the Public Health and Safety activity, including compliance with the performance targets, will be provided to the Environment & Planning Committee. An annual summary will be provided as part of the Annual Report and trends monitored when reviewing this activity management plan.

3. EXISTING SITUATION DESCRIBED

3.1 Building Control

The Building Act, with its associated New Zealand Building Code, set the statutory framework for controlling building development, including plumbing and drainage. Every person who intends to construct a building requires a building consent from the Council. Most additions or structural changes to buildings also require a building consent. The Council is a Building Consent Authority under the Building Act 2004 and is responsible for processing applications for building consents, certificates of acceptance, and code compliance certificates, and associated inspections. Further information is included in the Council's Building Control Procedures Manual and the Building Control Quality Manual.

As a territorial authorial authority Council is responsible for enforcing compliance with the Building Act, which imposes obligations on the Council to administer annual warrants of fitness for buildings having particular attributes (e.g. emergency warning systems for fire, riser mains, lifts, mechanical ventilation and air conditioning, etc). The Council is also obligated to ensure that prospective builders are aware of the location of services and that areas of natural hazard are identified. As a regional council it processes consents in respect of dams.

These responsibilities are delegated to Council's Building Control staff. Council issues around 1500-1900 consents a year.

The Fencing of Swimming Pools Act obliges Council to ensure that all swimming pool owners adequately fence swimming pools unless an exemption is granted by Council. This function is principally exercised in relation to processing general building consent applications. Inspection of amusement devices is an additional responsibility.

Building Warrant of Fitness (BWOFF) inspections are also carried out to ensure buildings to which the public have access have systems that function correctly and are safe to use.

Also covered is the processing of applications for Land Information Memoranda provided for under the Local Government Official Information and Meetings Act 1989.

The Council is exposed to considerable liability in the exercise of its building control functions. The Building Act, however, provides that civil proceedings may not be brought against the Council 10 years or more after the date on which any proceedings would be based. We currently have five cases before the Weathertight Homes Resolution Service. We also have around 2,000 historic

building consents that do not have a Code Compliance Certificate. As resources have permitted we have sought to reduce this backlog. The provisions of the Building Act 2004 and new internal systems mean that current applications will not suffer in the same way as the historic consents.

The Government currently has two Building Act Amendment Bills passing through Parliament that may significantly affect the way in which we do business.

The operation of this activity is relatively large in terms of staff numbers and budgetary considerations, and is crucial in terms of the contribution it makes to the sustainable development of the District. In addition to the number of building consent applications processed, this activity is also governed by legislation as to the length of time it may take to process applications. A building consent authority has 20 working days from the date of when the application for a building consent was received to decide whether to refuse or grant the application (sections 40-52 of the Building Act).

3.2 Environmental Health

3.2.1 Liquor Licensing

In New Zealand the sale of alcohol is controlled by the Sale of Liquor Act 1989, plus amendments to the Act in 1997 and 1999. The aim of the Sale of Liquor Act 1989 is "to establish a reasonable system of control over the sale and supply of liquor to the public with the aim of contributing to the reduction in liquor abuse, so far as that can be achieved by legislative means". This legislation is currently being reviewed by the Government and a new Bill has been passing through the consultation processes. It is anticipated that this will become law in the near future and will have some impact on how we administer its requirements.

Council oversees the district administration of the Sale of Liquor Act, acting as the District Licensing Agency (DLA) on behalf of the Liquor Licensing Authority, which encourages the responsible sale and use of alcohol through licensing, monitoring of premises and enforcement of the Act. Council staff process license applications and renewals (against which there are no objections) and applications and renewals for Manager Certificates. The annual inspections are carried out by a DLA inspector.

The Council has an approved Sale of Liquor Policy used by staff in administering Council responsibilities and in 2006 decided jointly with NCC to prepare an across-the-region Alcohol Strategy.

This activity has no assets. There are links between this activity and the planning and building activities that require co-operation. This co-operation factor makes it unlikely that contracting out of this activity would be cost-effective. Also, the fact that the activity is conducted in-house ensures a quick response for applicants. The activity currently discharges its function quickly and efficiently. Legislative reforms are currently before Parliament.

3.2.2 Food Safety and Other Registered Premises

Council is obliged to ensure that premises that prepare and sell food meet hygiene regulations and are inspected. Council therefore ensures that food outlets, camping grounds, mortuaries, hairdressers, clubs and other premises are monitored to ensure they meet health standards. The activity is also charged with investigating notifiable infectious diseases, unsanitary housing and other health related matters.

Council has a Gambling Venue Policy as required under the Gambling Act 2003 but has chosen not to pass a bylaw controlling prostitution. In relation to the latter and to the extent that we can, Council relies on general powers under the RMA

The activity uses internal staff. Annually over 400 licenses are issued following compliance inspections.

The Government is currently involved in reviewing the Health Act and has introduced food safety reforms which will impact on future responsibilities.

3.2.3 Bylaw Administration

The Local Government Act 2002 requires that all Council's bylaws be reviewed or otherwise they expire. The Council is currently reviewing its bylaws and debating what new bylaws may be required to improve our service. The Chapters which the Regulatory Services section is responsible for administering and which have recently been reviewed are:

- Dog Control Bylaw
- Control of Liquor in Public Places Bylaw
- Freedom Camping Bylaw
- Navigation and Safety Bylaw
- Trading in Streets and Public Places Bylaw
- Traffic Control Bylaw

This activity has no assets. This service is currently provided in-house. This is considered the best option given the small scale nature of it and the need for co-operation and communication with relevant Council staff.

3.3 Animal Control

Council administers the Dog Control Act 1996 and relevant bylaws, which require that dogs are registered, cared for, and kept under proper control. Dog Control responsibilities mostly entail investigation of complaints about unregistered dogs, nuisances caused by dogs e.g. barking and aggressive behaviour by dogs towards persons, stock, and other animals, and resolving those complaints through education and where necessary enforcement. Council is also responsible for the administration of the Impounding Act to ensure that wandering stock is controlled.

Registration records are now included on a National Dog database to which the Council is required to subscribe. There are also provisions governing the classification and the microchipping of dogs and management of dog behaviour.

Council has in place a Dog Control Bylaw and Policy. The Council operates a Dog Pound in Richmond which has recently undergone a major refurbishment/replacement.

The animal control service, except for the administration support, has been contracted out to Control Services (Nelson) Ltd.

3.4 Civil Defence Emergency Management (CDEM)

Under the Civil Defence Emergency Management (CDEM) Act 2002 Council is responsible for the effective delivery of civil defence emergency management in its area. This is a wide ranging obligation that requires work to *reduce* the risk of hazards, to be *prepared* for emergencies, and to *respond* and *recover* from emergency events.

Tasman District Council and Nelson City Council have combined to form a joint “CDEM Group” which has the aim of creating a community that is more resilient to emergency events. As required by legislation, the CDEM Group has prepared a joint plan (*Nelson Tasman CDEM Group Plan 2005*), which is under review in 2011. Regular training exercises are held and programmes are in place to develop community capability to respond to an emergency event. This involves working closely with other organisations such as emergency services, the District Health Board and lifeline utilities (e.g., power, telcos).

Council contributes funding to a joint Emergency Management Office (EMO), administered through Nelson City Council. The EMO is responsible for providing CDEM advice, planning, and training. In addition to contributing to the joint costs, there are internal costs to Council in staff involvement and training.

3.5 Rural Fire

Council is a Rural Fire Authority under the Forest and Rural Fires Act 1977. In 2004 all rural fire authorities operating in Tasman District and Nelson City combined to form the Waimea Rural Authority (WRFA) and has awarded a management contract to Rural Fire Network. As a stakeholder in the combined operation Council appoints a representative to the WRFA and also contributes operational funding for the management and delivery of rural fire services. The Council is also responsible under the operating agreement to provide fire appliances, fire equipment and supplies. It also owns and is responsible for the fire stations at Ngatimoti, Brightwater and St Arnaud and leases buildings in Wainui, Appleby, Marahau, and Upper Takaka. The WRFA has in place a Fire Plan which sets out the framework for reducing fire risk, being ready for an event, responding to and recovering from a fire event.

3.6 Maritime Administration

Under the LGA 1974 the Tasman District Council has responsibility for navigation and safety within harbour limits. This involves the control and monitoring of such things as ski-lanes, moorings, launching ramps and channels throughout the District. The Council is also legally responsible for the control of activities within harbour limits as defined under our Navigation and Safety Bylaw. The Council employs a Harbourmaster and also has a number of launch wardens to promote safe boating behaviour. We are obliged by Maritime New Zealand (MNZ) to undertake a Port and Harbour Risk Assessment - this job remains incomplete. Difficulties exist due to confirming ownership of some of the port and harbour facilities. Council Engineering department is in discussion with DoC and other agencies as to ownership and management of such facilities.

A coastal structures survey has recently been completed. This survey will allow Council to prioritise actions for enhancing marine safety whilst still controlling expenditure.

We license commercial operations within harbour limits and currently issue 36 certificates annually.

Under the Maritime Transport Act, the Council must plan for, and have in place, contingency measures to deal with oil spills in the coastal areas of Tasman, within the territorial sea. The Council has an Oil Spill Contingency Plan that has been prepared as a joint plan with Nelson City and we have a number of staff with current training certificates. This work is largely cost-recovered from MNZ.

3.7 Parking Control

Council provides services for Parking Warden duties in the control of parking restrictions throughout the district, to ensure compliance with parking bylaw. This activity has been contracted out to Control Services (Nelson) Ltd, except that all administration work in processing infringement notices, reminder notices, and lodgement of unpaid notices with the court is carried out by internal staff. The activity has no assets. Current resourcing effort is limited to 40 hours per week.

The Council is also responsible under the Local Government Act 1974 for the removal of abandoned vehicles.

3.8 Maintenance and Operating

The operation and maintenance expenditure over the next 10 years is summarised in Appendix 4. Costs are principally labour and contract costs associated with what is essentially an administrative function. The annual direct cost over the 10 years is predicted to remain relatively consistent as is the level of service with the exception of providing a new Harbourmasters vessel in 2015/2016.

3.9 Operating and Resource Issues

The most important issues include:

1. Managing workload efficiently to provide quality customer service
2. Recruiting and retaining competent staff
3. Enforcing fairly and appropriately existing regulations as non-compliance can cause future problems and inconsistent administration can be unfair to those who do comply.
4. Having in place monitoring systems to track performance and that the activity contributes to achieving community outcomes.
5. Managing on-going exposure to litigation risk
6. Maintaining capability including when having to respond to new government regulatory initiatives.
7. Responding to occupational safety and health requirements.
8. Rising public expectations about improved service and coverage.

3.10 Risk Management / Business Continuity / Emergency Management

The activity has undertaken a formal Integrated Risk Assessment. The results applicable to the Public Health and Safety Activity are summarised in Appendix 5. Staff are located at Richmond, Motueka and Takaka service centres. The key area of risk is the threat of disruption to services resulting from loss of significant numbers of staff over a prolonged period or from such events as fire in buildings or earthquake damage. Council's Business Interruption insurance covers "loss consequent upon interruption to the business as a result of damage to property insured by the Material Damage policy, resulting in losses or increased costs...". Other risks relate to litigation risks associated with challenges to Council decision-making, loss of skill and knowledge as staff leave, and a failure to properly integrate the activity with other Council functions.

Council has a daily backup-to-tape schedule in place for all information stored on the computer system and a mirror system which is updated at 10 minute intervals is located off-site at the Richmond Library. These arrangements appropriately backup all critical data which can be retrieved if required. Hard copies of all applications and reports are kept within the Records System which is fire-proofed. Some files are electronically scanned and this is an on-going project.

In the event of a natural disaster most of the business would cease in its current mode of operation as staff would be involved in responding to the event e.g. Building inspectors and health inspectors out ensuring public health and safety. The Council has in place a Dangerous, Earthquake Prone and Insanitary Buildings Policy and a Dangerous Dams Policy to address earthquake risk as required under the Building Act 2004.

Through CallCare, Council's after-hours phone contractor there is continuous 24-hour coverage to react to emergency situations. Council operates a Customer Services Request system where requests/complaints are logged, investigated, then actioned as necessary and closed out.

As the agency responsible for Civil Defence, Council has in place a Civil Defence Emergency Management Plan which sets in place a system for preparing for and responding to events. Key Council staff are critical in the event of an incident requiring an emergency response.

4. FUTURE ISSUES

4.1 Factors Affecting Delivery and Demand for Activity

Council recognises that future demands for regulatory services will be influenced by:

- Population growth and demographics
- Changes in community expectations
- Technological change
- Changes in legislation and policies
- Environmental changes such as climate change
- Disruption caused by potential restructuring due to Central Government policies

The impact of these influencing factors on the demand for regulatory services and the effect on the current mode of delivery is discussed below.

4.1.1 Population Growth

The scale of population growth anticipated in the District is likely to be reflected in a proportionate increase in activity levels within this function. Council has used a growth model which projects forward expected growth in population and dwellings. The effect of this growth is likely to require additional resources to cope with additional activity levels and demand for services.

4.1.2 Trends in Community Expectations

In the 2011 Community surveys there has been no indication by the community for a change in the Council's role in the Public Health and Safety Activity except that more timely processing of consents would require better process or more resources. Feedback on some regulatory services is mixed. At one extreme asking for more and better regulation and enforcement and at the other end for less intervention and 'red tape'. Changes in community expectations over time may lead to an increase or decrease in levels of service. In relation to parking control, a move away from "free", time controlled parking which may be required for equity and efficiency reasons will no doubt be met with resistance and may delay or defer any such change..

4.1.3 Technological Change and Industry Practice

Technology change has the ability to impact on the scope of service and the manner of delivery but there are no predicted technological changes that will have a significant effect on the activity in the medium term. New building methods or products may impact on how the service is managed.

4.1.4 Changes in Legislation and Policies

Changes to Public Health and Safety Activity policies may be driven from a number of directions. They could be internally driven through greater emphasis on better and more efficient service or externally by other organisations such as the Government. Council will continue to monitor these factors when reviewing and developing forecasts and strategies.

4.1.5 Environmental Changes such as Climate Change

Changing patterns of weather and through long term climate change or the occurrence of natural hazards will affect the work of Council. There is an expectation that Local Government will respond proactively to the consequences of climate change. Government scientists have given a strong and consistent message to the Civil Defence Emergency Management sector that climate change is likely to result in an increase in the frequency, geographical range and intensity of adverse weather events. A study commissioned from NIWA by Tasman District Council confirms there are implications for our own region.

4.1.6 Disruption Caused by Potential Restructuring due to Central Government Policies

As well as the potential for amalgamation with other local government bodies there are a number of proposed changes to the way in which some regulatory activities are performed being debated in Parliament. The Sale of Liquor Act, Food Act, Health Act and Building Act are all currently under review and the associated Bills have at least reached the committee stage of the legislative process. It is very likely that some or all of these will come into force in the near future and will have an effect on the way in which we do business. Council will respond to any new obligations and adopt any new procedures required and will seek to minimise any cost to ratepayers.

5. RENEWALS CAPITAL EXPENDITURE AND DEPRECIATION

The only assets owned by this activity is a building (used as a dog pound) which was upgraded in 2010 and managed through Council's Property portfolio, the harbour masters vessel which is due replacement in 2015/16, and appliances and depots associated with rural fire management. Appendix 3 includes more detail on the rural fire assets. Other vehicles used in the activity are managed as part of the business overheads.

6. FUTURE PROGRAMME

Unless the Government or Council introduce new rules and regulations, no significant new business costs are expected. The issue of a purpose built emergency management centre has been discussed but no decision has been made about such a commitment.

7. FUNDING THE ANNUAL NET COST

The current funding sources available for regulatory services include:

- general rate
- fees and charges recovery
- fines
- sundry income

7.1 Funding Issues

The Revenue and Financing Policy in the LTP holds the planned funding approach to these activities. Generally, the following applies:

7.1.1 Building Control

Council considers that the administration of the Building Act solely benefits the individual consent holder. This activity is therefore to be funded by way of fees and charges payable by the applicants for building approvals. Currently the ratio is a Public 2%, Private 98% split. There are costs which can not always be attributable to a consent holder, e.g. enforcement and insurance claims and these costs are absorbed as best they can as costs of doing business. Any shortfall in recoveries means the difference will have to be from rates. There are some territorial authority functions which are not easily recovered from consent holders such as policies on earthquake prone buildings and general compliance work.

7.1.2 Environmental Health

Council considers that while the prime beneficiaries from the provision of public health services are the individual or user groups, this activity does provide protection for the community as a whole. It has therefore determined that the funding of the activity of Environmental Health will be by way of fees and charges to those applying for health licences for food and other premises, together with a contribution from the rates to fund those activities that cannot be recovered from an individual. In relation to the sale of liquor Council considers that the administration of the Sale of Liquor Act solely benefits the individual and user groups. This component of the activity is therefore to be funded by way of fees and charges payable by the applicants for liquor licences. There are also other general monitoring costs which are not attributable to any one person. Currently the ratio is a Public 40%, Private 60% split from permits and licences.

7.1.3 Animal Control

The main beneficiary of the provision of animal control is the individual; however, it is also acknowledged that the community as a whole is also a significant beneficiary. The Council has determined that the funding of dog control should be by way of fees to those registering dogs and recoveries from offending owners. Stock control will be funded by recoveries where possible but unrecovered costs will be funded from General Rates. Currently the ratio is a 4%:96% (Public: Private) funding split.

7.1.4 Civil Defence Emergency Management

The public benefits from Council undertaking civil defence emergency management responsibilities: we work to reduce risks; community preparedness is enhanced; and our ability to respond and recover is maintained 24/7. Public 100%, Private 0% split.

7.1.5 Rural Fire

Council considers that this activity is undertaken to benefit the wider public generally in avoiding the consequences of uncontrolled fires. Therefore it is a public cost although some subsidy assistance is available from the national Rural Fire Authority and recoveries can be achieved in certain circumstances from those who cause fires. Currently the ratio is a Public 95%, Private 5% split.

7.1.6 Maritime Administration

Council considers that the harbourmaster function is of benefit to the community as a whole through promoting safe navigation and boating activity. It receives a small contribution from commercial operators through license fees and some recovery from Maritime New Zealand for oil-spill training and administration. Some funding also comes as a recovery from Council's involvement with the Abel Tasman Foreshore Reserves Committee. The balance of funding comes from rates. Currently the ratio is a Public 80%, Private 20% split.

7.1.7 Parking Management

Council considers that this activity is undertaken to ensure that individuals adhere to parking regulations; therefore it should be funded by those individuals who are in breach of regulations and bylaws through the use of fines and penalties. Where appropriate, users of parking facilities should be charged directly. However currently the ratio is a Public 40%, Private 60% split.

The removal of abandoned vehicles is funded from general rates - while recoveries from owners are desirable it is mostly not possible or practicable to find those responsible.

7.2 Schedule of Fees and Charges

The fees and charges are reviewed annually and increased at least by the CPI.

8. SIGNIFICANT NEGATIVE EFFECTS

There are no significant negative effects from the activities, apart from the cost of providing the public benefit component of the services.

9. SIGNIFICANT FORECASTING ASSUMPTIONS, UNCERTAINTIES

The most significant assumptions and uncertainties that underlie the approach that has been outlined herein are:

- a) A reasonable degree of reliability can be placed on the population and other growth projections that have been used in this plan. However, these remain projections, and need to be carefully tracked to ensure that they remain true to what is actually happening.
- b) It is possible that the income from fees and charges may not be as great (or may be greater) than what has been projected. Any variation from the forecast in that area may indicate that development is occurring faster (or slower) than what was expected, and this may force a re-think of the timing of any changes in the delivery of the service.
- c) Regulatory activities, because of the associated compliance costs are always likely to be a target for Government review. Except for changes in food safety regulation, no allowance has been made for changes in legislation.
- d) There will be a growing challenge to maintain the volunteer/community involvement in Council's civil defence and environmental education initiatives as volunteerism is in decline.

10. PLAN REVIEW

This AMP is a living document that is relevant and integral to daily management of the activity. To ensure the plan remains useful and relevant an on-going process of AMP monitoring and review activity will be undertaken including a comprehensive review at intervals of not less than three years and each review will be completed to coincide with the next review of the LTP.

11. CONCLUSION

The Council will undertake its regulatory activities in accordance with its legal obligations. It will endeavour to improve processes to ensure public health and safety are safeguarded and that compliance costs are kept to a reasonable minimum.

APPENDIX 1: An Overview of the Council’s Organisational Structure and Decision-Making Processes

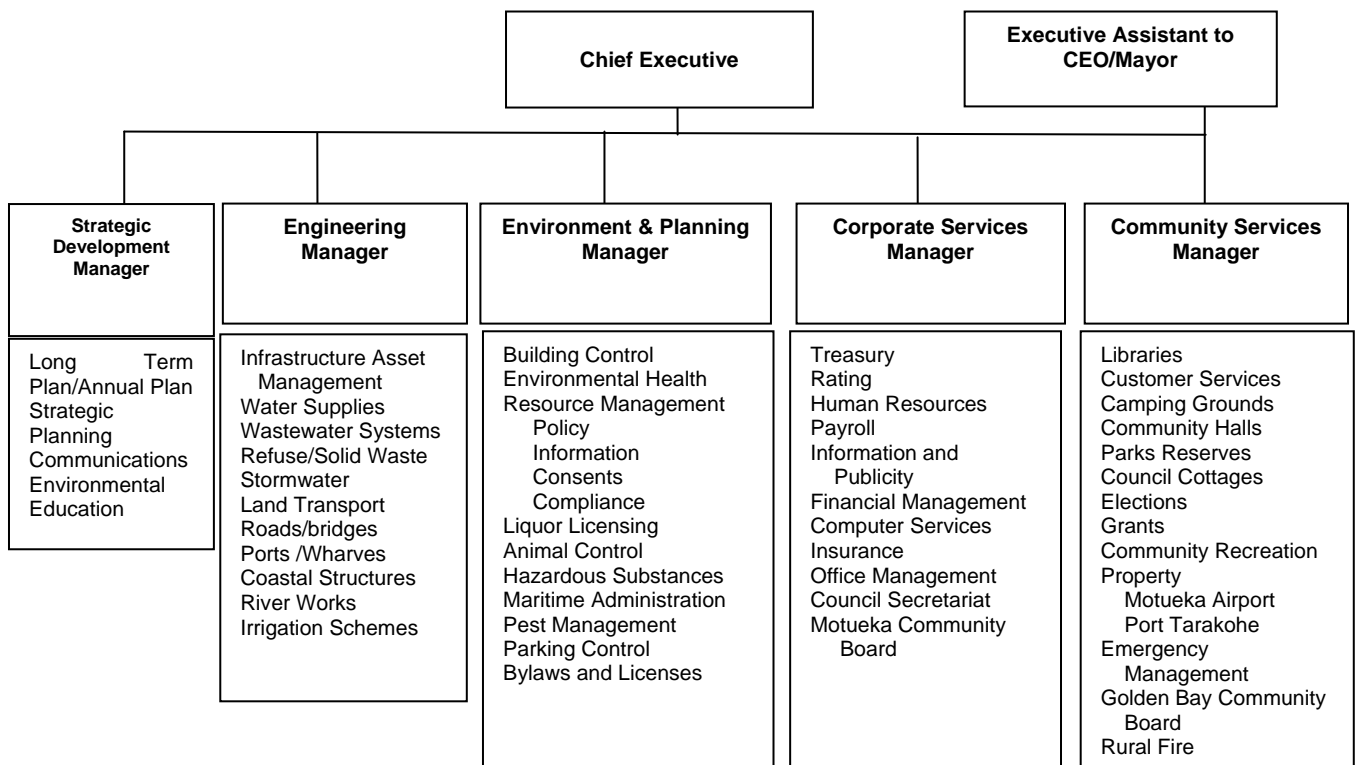
For the purpose of completeness, this Appendix gives a broad overview of the Council’s organisational structure and the systems and processes that it uses to manage the whole Public Health and Safety activity.

1. Organisational Structure

The Environment & Planning Manager reports to the Environment & Planning Committee which has delegated powers from the Council. The Environment & Planning Committee has overall responsibility for all regulatory services except Rural Fire which is managed by the Community Services manager and reports to the Community Services Committee.

The Tasman District Council organisational structure is shown in Figure 2. As the chart shows, the Regulatory Services falls under the Environment & Planning Manager.

Figure 1: Tasman District Council Organisation Structure



2. Management Practices, Data Systems and Decision-Making Processes

2.1 Accounting / Financial Systems

Council Accounting and Financial systems are based on Napier Computer Systems (NCS) software and GAAP Guidelines. Long term financial decisions are based on the development of 10-year financial plans. These 10-year plans are updated every three years on a cycle driven by the LTP.

The development of the AMP is therefore subject to the policies contained in the LTP which is available under separate cover.

2.2 Information Management Systems

Council is one of a number of local authorities that uses the NCS computer system as a proprietary information management package that stores information concerning consents and licenses. Data held within the system also contributes to the National Dog Database housed in the Department of Internal Affairs.

Hard copy information is stored on file for each affected property or consent and held in the Council's Records Room.

2.3 Geographical Information System

The Council operates an integrated GIS system which can spatially display regulatory data and is used in carrying out the Public Health and Safety activity.

2.4 Delegations and Appointment Register

Council has a Delegations Register which codifies delegations to Council committees, councillors and staff. Council also has in place an Appointment Register detailing the warrants of authority held by staff.

APPENDIX 2: Stakeholders and Consultation

1. Consultation

Purpose of Consultation and Types of Consultation

Council consults with the public to gain an understanding of customer expectations and preferences. This enables Council to provide a level of service that better meets the community's needs.

The Council's knowledge of customer expectations and preferences is based on:

- feedback from surveys
- public meetings
- feedback from elected members, advisory groups and working parties,
- analysis of customer service requests and complaints and
- consultation via the Annual Plan and LTP process.

Council commissions customer surveys on a regular basis from the National Research Bureau Ltd¹. These Communitrak™ surveys assess the levels of satisfaction with key services. Council at times will undertake focussed surveys to get information on specific subjects.

2. Stakeholders

Stakeholders are those individuals and organisations that have interest in the management and / or operation of the activities. Stakeholders include, but are not limited to:

- Consent Applicants
- Relevant Government Departments
- Adjoining local authorities
- iwi
- Industry groups
- Recreational and other community groups

¹ Communitrak™: Public Perceptions and Interpretations of Council Services / Facilities and Representation, NRB Ltd October 2005.

APPENDIX 3: Rural Fire Appliance Assets

Location	Type	Year	RFN Valuation \$ (June 2011)
Fire Appliances			
Motueka VRRF	Isuzu 4x4	1984	0
Appleby VRRF	Isuzu 4x4	1996	26,400
Ngatimoti VRRF	Isuzu	2009	24,500
Ngatimoti VRRF	Mazda 4x4 smoke chaser	1998	0
Brightwater BRFF	Dennis Urban appliance	1994	14,600
Tapawera NZFS	Mitsi Ute (pumps)	1978	0
Takaka NZFS	Water tanker		650
St Arnaud VRRF	International	1995	0
St Arnaud VRRF	Isuzu	2007	58,700
Upper Takaka VRRF	Isuzu	2008	76,500
Upper Takaka VRRF	Hino	2011	100,500
Marahau VRRF	International	2005	650

APPENDIX 4: 10 Year Financial Summary

Public Health and Safety	2011/2012	2012/2013	2013/2014	2014/2015	2015/2016	2016/2017	2017/2018	2018/2019	2019/2020	2020/2021	2021/2022
	Budget \$	Budget \$	Budget \$	Budget \$	Budget \$	Budget \$	Budget \$	Budget \$	Budget \$	Budget \$	Budget \$
SOURCES OF OPERATING FUNDING											
General rates, uniform annual general charges, rates penalties	1,416,703	1,574,825	1,665,245	1,691,562	1,873,119	1,929,549	2,050,552	2,039,171	2,155,655	2,382,587	2,441,560
Targeted rates (other than a targeted rate for water supply)	-	-	-	-	-	-	-	-	-	-	-
Subsidies and grants for operating purposes	-	-	-	-	-	-	-	-	-	-	-
Fees, charges and targeted rates for water supply	-	-	-	-	-	-	-	-	-	-	-
Internal charges and overheads recovered	-	-	-	-	-	-	-	-	-	-	-
Local authorities fuel tax, fines, infringement fees, and other receipts	2,991,299	3,051,713	3,165,791	3,266,115	3,372,647	3,486,821	3,597,825	3,712,466	3,835,637	3,973,307	4,115,731
TOTAL OPERATING FUNDING	4,408,002	4,626,538	4,831,036	4,957,677	5,245,766	5,416,370	5,648,377	5,751,637	5,991,292	6,355,894	6,557,291
APPLICATIONS OF OPERATING FUNDING											
Payments to staff and suppliers	2,660,472	2,830,942	2,976,707	3,025,410	3,248,676	3,336,532	3,474,296	3,563,411	3,711,602	3,877,973	4,066,355
Finance costs	20,051	16,392	15,467	14,738	28,940	46,103	47,559	46,768	41,507	39,217	35,757
Internal charges and overheads applied	1,687,331	1,712,701	1,758,250	1,816,639	1,881,954	1,928,446	2,016,985	2,026,547	2,121,395	2,276,183	2,327,883
Other operating funding applications	-	-	-	-	-	-	-	-	-	-	-
TOTAL APPLICATIONS OF OPERATING FUNDING	4,367,854	4,560,035	4,750,424	4,856,787	5,159,570	5,311,081	5,538,840	5,636,726	5,874,504	6,193,373	6,429,995
SURPLUS (DEFICIT) OF OPERATING FUNDING	40,148	66,503	80,612	100,890	86,196	105,289	109,537	114,911	116,788	162,521	127,296
SOURCES OF CAPITAL FUNDING											
Subsidies and grants for capital expenditure	-	-	-	-	-	-	-	-	-	-	-
Development and financial contributions	-	-	-	-	-	-	-	-	-	-	-
Increase (decrease) in debt	(18,745)	(19,645)	(19,645)	(19,645)	428,753	50,267	(47,405)	(47,405)	(47,405)	(47,405)	(47,405)
Gross proceeds from sale of assets	-	-	-	-	-	-	-	-	-	-	-

Lump sum contributions	-	-	-	-	-	-	-	-	-	-	-
TOTAL SOURCES OF CAPITAL FUNDING	(18,745)	(19,645)	(19,645)	(19,645)	428,753	50,267	(47,405)	(47,405)	(47,405)	(47,405)	(47,405)
APPLICATIONS OF CAPITAL FUNDING											
Capital expenditure											
- to meet additional demand	-	-	-	-	-	-	-	-	-	-	-
- to improve the level of service	-	-	9,688	-	-	95,290	-	-	-	-	-
- to replace existing assets	35,398	36,330	37,674	72,276	500,137	41,690	43,274	45,005	46,940	91,097	51,309
Increase (decrease) in reserves	(13,995)	10,528	13,605	8,969	14,812	18,576	18,858	22,501	22,443	24,019	28,582
Increase (decrease) in investments	-	-	-	-	-	-	-	-	-	-	-
TOTAL APPLICATIONS OF CAPITAL FUNDING	21,403	46,858	60,967	81,245	514,949	155,556	62,132	67,506	69,383	115,116	79,891
SURPLUS (DEFICIT) OF CAPITAL FUNDING	(40,148)	(66,503)	(80,612)	(100,890)	(86,196)	(105,289)	(109,537)	(114,911)	(116,788)	(162,521)	(127,296)
FUNDING BALANCE	-	-	-	-	-	-	-	-	-	-	-

APPENDIX 5: Risks Management Profile

The Integrated Risk Assessment undertaken has identified corporate and organisation risk, the significance and impact, and identified treatment measures to reduce the risk where that is possible.

Because the majority of expenditure under the Public Health and Safety Activity is staff related, our greatest risk lies in not having sufficient competent and trained resources to undertake the responsibilities at the agreed level of service. Failing to monitor and address these risks could lead to litigation and loss of public confidence and reputation. Treatment measures are diverse and wide ranging and include staff recruitment and retention policies, staff training and competency assessments, quality assurance and audit processes, and professional indemnity and public liability insurance.

The current risks around loss of information were assessed as high with a reasonable target risk being moderate. While we have in place fire proof storage, GIS and electronic archives which are appropriately backed up, the need for an integrated document management system, including electronic scanning of documents and files has been identified as an area of improvement.

Inadequacies in managing the small number of contracts in this Activity were identified as another area of moderate risk with a target risk of low. Treatment measures identified the need for more or better Standing Operating procedures.

The remaining area where there was a variance between current risk and target risk was in relation to staff resources in the environmental health area. At the time of assessment this centres on the backlog of registered premises inspections. Additional staff resources have since been provided for.

At the sub-activity level there operational risks associated with implementation. For instance, by definition rural fire is all about managing fire risk; building inspectors are daily subjected to potential hazards through site inspections; the primary capital-related risk is a breakdown in the harbour master's vessel. In such cases systems and procedures are in place to mitigate and manage such risks.

The full assessment is located at [P:\LTCCP\RISK MANAGEMENT](#).

APPENDIX 6: Glossary of Activity Management Terms

Activity	An activity means the good or service provided by Council to achieve a desired outcome. Cf Section 5, LGA
Activity Management Plan	Activity Management Plans are key strategic documents that describe all aspects of the management of an activity. The documents feed information directly in the Council's LTP, and place an emphasis on long term financial planning, community consultation, and a clear definition of service levels and performance standards.
AMP or AM Plan	See Activity Management Plan.
Annual Plan	The Annual Plan provides a statement of the direction of Council and ensures consistency and co-ordination in both making policies and decisions concerning the use of Council resources. It is a reference document for monitoring and measuring performance for the community as well as the Council itself.
Level of Service	The defined service quality for a particular activity (i.e. water) or service area (i.e. Water quality) against which service performance may be measured. Service levels usually relate to quality, quantity, reliability, responsiveness, environmental acceptability and cost.
Long Term Plan	The Long Term Plan (LTP) is the primary strategic document through which Council communicates its intentions over the next 10 years for meeting community service expectations and how it intends to fund this work. The LTP is a key output required of Local Authorities under the Local Government Act 2002.
LTP	See Long Term Plan.
LGA	Local Government Act 2002
Objective	An objective is a general statement of intention relating to a specific output or activity. They are generally longer-term aims and are not necessarily outcomes that managers can control.
Performance Indicator (PI)	A qualitative or quantitative measure of a service or activity used to compare actual performance against a standard or other target. Performance indicators commonly relate to statutory limits, safety, responsiveness, cost, comfort, asset performance, reliability, efficiency, environmental protection and customer satisfaction.
Performance Monitoring	Continuous or periodic quantitative and qualitative assessments of the actual performance compared with specific objectives, targets or standards.
Risk Management	The application of a formal process to the range of possible values relating to key factors associated with a risk in order to determine the resultant ranges of outcomes and their probability of occurrence.