Committee Members

Cr Neville Cook (Chair)
Cr Allan Baird
Cr Lloyd Esler
Cr Robert Guyton
Cr Bonnie Mager
Cr Lloyd McCallum
Cr Jeremy McPhail
Cr David Stevens (Deputy)
Chairman Nicol Horrell (ex officio)

environment SOUTHLAND REGIONAL COUNCIL
Te Taiao Tonga

Regulatory Committee
(Whakaretea)

Environment Southland Council Chambers
and via Zoom digital link

1.00 pm

25 November 2020

A G E N D A
(Rarangi Take)

1. Welcome *(Haere mai)*

2. Apologies *(Nga Pa Pouri)*

3. Declarations of Interest

4. Public Forum, Petitions and Deputations *(He Huinga tuku korero)*

5. Confirmation of Minutes *(Whakau korero)* – 2 September 2020

6. Notification of Extraordinary and Urgent Business *(He Panui Autaia hei Totoia Pakihi)*
   6.1 Supplementary Reports
   6.2 Other

7. Questions *(Patai)*

8. Chairman and Councillors' Reports *(Nga Purongo-a-Tumuaki me nga Kaunihera)*

9. Staff Report - 20/RC/102

- Item 1 - Annual Compliance Monitoring Report.....10
- Item 2 - Environmental Compliance Division Report – 14 August 2020 to 6 November 2020.....11

- Item 3 - Consents Team Activity and Performance – 14 August 2020 to 10 November 2020.....53

10. Extraordinary and Urgent Business *(Panui Autaia hei Totoia Pakihi)*

11. Public Excluded Business *(He hui Pakihi e hara mo te iwi)*

R A Phillips
Chief Executive

RECOMMENDATIONS IN COUNCIL REPORTS ARE NOT TO BE CONSTRUED AS COUNCIL POLICY UNTIL ADOPTED BY COUNCIL

Terms of Reference
Regulatory Committee

Council assigns to the Committee responsibilities from time-to-time, and the Committee provides advice and reports back to Council on:

1. the approval of non-notified resource consent applications;

2. the need for formal review and amendment of existing plans, strategies and by-laws;

3. the consideration and determination of notified consent applications that are unable to be dealt with via the existing delegations to staff (via the appointment of qualified hearing panels);

4. the appointment and performance of hearing committees/panels;

5. the implementation of NPS, frameworks, and environmental standards required;

6. the monitoring of regional plans, strategies and bylaws.

7. compliance and enforcement activities, including those relating to permitted activities, resource consents and biosecurity matters.

Confirmation of Minutes

- **Regulatory Committee Meeting – 2 September 2020**

Minutes of the Regulatory Committee Meeting of the Southland Regional Council, held in Regional House, corner North Road and Price Street, Invercargill, on Wednesday, 2 September 2020, at 1.00 pm

_____

Present:	Cr NMG Cook	(Chair)
	Cr A Baird	
	Cr L Esler	
	Cr R Guyton	Via Zoom
	Cr L McCallum	
	Cr J McPhail	
	Cr B Mager	Via Zoom
	Cr D Stevens	
	Chairman Nicol Horrell	
Staff Present:	Mr R Phillips	(Chief Executive)
	Mr V Smith	(General Manager Policy, Planning and Regulatory Services)
	Mr S Mapp	(Compliance Manager)
	Ms A Grant	(Consents Manager)
	Mrs T McCann	(Communications Coordinator Publications)
	Mrs A Henderson	(Senior Communications Coordinator)
	Mr B Rikertsen	(Digital Media Coordinator)
	Mrs N Baxter	(Personal Assistant)

1 Welcome *(Haere mai)*

The Chairman welcomed members to the meeting of the Regulatory Committee.

2 Apologies *(Nga Pa Pouri)*

There were no apologies as all members were in attendance.

3 Declarations of Interest

Cr McCallum gave a statement saying he was resuming his role on the Regulatory Committee given that the investigation relating to a complaint about some cows near a river on his property was complete. The investigation resulted in no action being taken, however being subject to investigation was a stressful experience to himself and to his family. He was relieved it was over and like all challenges and situations in life, he felt there were learnings from this. The bar was continuing to rise for good management practise and management of water ways, and as a Councillor and farmer he would continue to review and improve his farming practises to ensure they are acting at or above good practise. He looked forward to returning to work for all the ratepayers of Southland and would not be making any further public comment on this matter.

4 Public Forum, Petitions and Deputations *(He Huinga tuku korero)*

There were no Public Forum, Petitions or Deputations presented to the meeting.

5 Confirmation of Minutes (*whakau korero)* – 10 June 2020

Resolved:

Moved Cr Stevens, seconded Chairman Horrell that the minutes of the Regulatory Committee meeting held on 10 June 2020 be taken as read and confirmed as a true and correct record.

Carried

6 Notification of Extraordinary and Urgent Business *(He Panui Autaia hei Totoia Pakihi)*

6.1 Supplementary Reports

There were no supplementary reports tabled for inclusion in the agenda.

6.2 Other

There were no other items of business raised by Councillors for inclusion in the agenda.

7 Questions *(Patai)*

There were no questions.

8 Chairman and Councillors' Reports *(Nga Purongo-a-Tumuaki me nga Kaunihera)*

Neither the Chairman nor any Councillors presented reports.

9 Director of Policy, Planning & Regulatory Services' Report – 20/RC/75

⇨ Item 1 – Consents team Activity and Performance – 26 May 2020 to 14 August 2020

Ms Grant spoke to this item taking the report as read. She noted that the report had been split into two sections which she welcomed feedback on, she split it into past reporting and forecasted activity in the upcoming period.

In the past reporting period the team had 89 applications lodged which was slightly less than usual. She felt that this was due to the Fresh Water package and the forecasted drop in renewals for this year. 94 decisions were made with only five decisions exceeding time frames over the reporting period, making timeframe compliance over the period 94%. 100% of applications lodged were processed in house.

Ms Grant said that a significant portion of the Consents team's time currently was being spent looking at what the implications from the essential freshwater package would be

on the Consents Division and the community. She reported that the Applicant Experience Research Survey had not had much uptake and had not been as successful as they would have liked. Further the Consents Consultants Working Group had resumed, with their first meeting last week.

Ms Grant also advised that Environment Southland was still waiting on an Environment Court decision on the Wilkins Farming Ltd appeal and were hoping for a decision sooner rather than later.

The Chair congratulated Ms Grant on her appointment as the Consents Team Manager.

Cr McCallum asked if Ms Grant felt the low uptake in the Applicant Experience Survey was because it was not going to an independent body, and was coming directly to Council. Mr Smith felt that there was a number of reasons why they had had low uptake with the Survey. They had commissioned by way of the strategy group, a broader review of customer feedback which was being completed by an independent consultant who has been liaising with a variety of applicants to provide an early insight. They were also reviewing how the survey information was going out and where it was coming back to try and alleviate any issues such as the ones noted.

Cr Stevens congratulated the team on 94% time compliance on processing consent applications and asked how much too late the applications were that were not processed in the desired 20 working days. Ms Grant advised that the applications that did go over time were only over time by one day.

Chairman Horrell felt it was good that customer service was being further developed and it would help Environment Southland gain good feedback for various improvement. He then asked if any consent applications had been received that fell outside the Section 28 rules, and was advised that two applications had been received.

Mr Smith said that Consents, Compliance, Planning, Land and Water Services and the Communication teams were developing an implementation plan that will shortly be rolled out to communicate to the community what the Environment Southland Section 360 Regulations and broader National Policy Statement and NES means, and how Council is responding to that. Lucy Hicks in the Policy and Planning area of Council was the lead for this work.

Resolved:

Moved Cr McCallum, seconded Cr Stevens that Council note the activity and performance of the Consents Division during the 26 May to 14 August 2020 period.

Carried

⇨ Item 2 – Environmental Compliance Division Report – 22 May 2020 to 14 August 2020

Mr Mapp spoke to this report and highlighted some of the activities which the Compliance team had been working on. There were 359 aerial discharge permit

inspections conducted with 314 fully compliant, 22 minor issues, 23 minor non-compliant, and 0 significant non-compliant.

The Technical team had been busy on 13 industry inspections, 375 industry consent condition audits and 10 meetings with consent holders. 258 incidents were received in the time, 112 air, 3 coastal, 69 land and 74 water.

They were facing quite a lot of Local Government Official Information Act requests, which could not be forecast and this had increased workloads within the division.

Mr Mapp then advised that Whakahi Dairies Limited were charged with a Section 15(1)(b) which was the winter grazing incident that was beside the Kindergarten. A Restorative Justice conference was held between Whakahi Dairies and Southland Kindergarten Association which resulted in the defendant donating $15,000 to the Kindergarten for the construction of a fence and to also assist in a planting programme. They also were sentenced with a $31,500 fine, cost recovery to the Kindergarten of $14,514.70 and reparation in favour of the Kindergarten of $2,500.

Kauana Limited Partnership were charged with a Section 15(1)(b) and sentenced with a $52,500 fine.

Alphonsus Zeestraten was jointly charged with Southern Centre Dairies, with Mr Zeestraten being discharged without conviction, but Southern Centre Dairies being convicted and fined $30,000.

Mr Mapp then ran through the compliance work plan highlighting the five main priorities for the team.

Cr Baird asked about the 258 incidents over winter, how they compared to other years, and were people becoming less tolerant with one another and putting in complaints. Mr Mapp said that over winter there had been a significant decrease in complaints about winter grazing, but more complaints to do with air quality issues. These related to back yard burning or farms burning off hedge trimmings, so those numbers of complaints were normal.

Cr Guyton asked if there was a theme to the Official Information Act requests, Mr Mapp said that the requests were general and not just one topic. There was an increase on the amount of information requested which was of concern. Mr Smith said that there were a lot more LGOIMA requests in regards to aluminium dross disposal, storage and other such matters in recent months.

In response to questions from Cr Guyton relating to a Queenstown winter grazing activitists meeting, the following was noted:

- Cr Stevens noted at this time that the wintering photos shown at a meeting in Queenstown were taken in 2019, not during the current wintering season.
- The location was questionable and may not have been in Southland.
- It was not known at this time whether complaints had been lodged or not.

Cr McPhail asked Mr Mapp if there is a reasonable uptake of the advice around the province. Mr Mapp said it was drier this year which had helped, but an improvement in practice was noticeable.

Resolved:

Moved Cr McPhail, seconded Chairman Horrell that Council note the Environmental Compliance Division report for the period 22 May 2020 to 14 August 2020.

Carried

10 Extraordinary and Urgent Business

There were no items of extraordinary or urgent business considered by the meeting.

11 Public Excluded Business

There were no items of public excluded business considered by the meeting.

Termination

There being no further business, the meeting closed at 1.34 pm.

Matters for Information/Noting
(Kaupapa Whakamohiotanga/Tuhingia)

Item 1 Annual Compliance Monitoring Report

MORF ID: A606723	**Strategic Direction:** Council Policy
Report by: Simon Mapp, Compliance Manager	**Approved by:** Rob Phillips, Chief Executive
Executive Approval: Rob Phillips, Chief Executive	

Purpose

For Council to note the 2019/20 Compliance Monitoring Report.

Summary

A draft report has been compiled on monitoring carried out by the Environmental Compliance Division during the 2019/20 financial year.

Recommendation

It is recommended that Council resolve to note the 2019/20 Compliance Monitoring Report prior to public release.

Report

Background

The draft 2019/20 Compliance Monitoring Report is presented for Council to note. This year the number of incidents reported to the Environmental Compliance Division was similar to the number reported in the 2018/19 year. Although the numbers of incidents have remained largely the same, classification of priorities during the Southland February 2020 floods and COVID-19 had to be modified to ensure officer/public safety and confidence resulting in an increase in low priority incidents in the 2019/20 year.

Staff continue to work with industries to ensure more compliance with consent conditions, which results in less environmental impacts on the community.

The copy Councillors have (enclosed) is a "Final Draft".

Views of Affected Parties

There are no matters in this report which require consideration under this heading.

Compliance with Significance and Engagement Policy

There are no issues within this report which trigger matters in this policy.

Fit with strategic framework

Outcome	Contributes	Detracts	Not applicable
Managed access to quality natural resources			X
Diverse opportunities to make a living			X
Communities empowered and resilient	X		
Communities expressing their diversity			X

Considerations

Financial Implications

There are no additional financial or resource implications, as all costs will be recovered from the applicant.

Legal Implications

This report and the associated recommendations comply with the appropriate statutory requirements placed upon the Council.

Attachments

1. 2019/20 Compliance Monitoring Report *(enclosed for Councillors' information only)*

Item 2 Environmental Compliance Division Report – 14 August 2020 to 6 November 2020

MORF ID: A608682	**Strategic Direction:** Land, Water, Coastal and Air Quality Management
Report by: Simon Mapp, Compliance Manager	**Approved by:** Rob Phillips, Chief Executive
Executive Approval: Rob Phillips, Chief Executive	

Purpose

For Council to note the Environmental Compliance Division report for the period 14 August 2020 to 6 November 2020.

Summary

This item reports on the division's compliance activities and enforcement matters.

Recommendation

It is recommended that Council resolve to note the Environmental Compliance Division report for the 14 August 2020 to 6 November 2020 period.

Report

Background

Compliance Activities

Compliance activities for the above period consist of the following results:

- 161 discharge permit inspections were conducted (Ratings: 122 fully compliant, 2 minor issues, 11 minor non-compliant, 5 significant non-compliant);
- 11 industry inspections, 330 industry consent condition audits and two meeting with consent holders;
- There were 226 incidents received in the time period (Ratings: 76 Air, 2 Coastal, 37 Land, 111 Water).

Current situation

The Compliance Division has completed the Compliance Monitoring Report for the 2019/20 year (see separate item).

Some information to note:

- flooding and COVID-19 affected the ability to monitor dairy farms;
- incident prioritisation was re-evaluated throughout COVID-19 resulting in a change in the assessment of priority levels. This resulted in an increase for this year in incidents assessed as Low Priority;

- incidents in the report include incidents reported by public and staff;
- new National Environment Standards and the National Policy Statement will offer new challenges for the Compliance Division.

Compliance Plan

The Compliance Plan 2020-2025 (attached) sets out the short to medium-term compliance priorities for the Compliance Division. The Compliance Plan provides transparency for industry and the broader community on where the division will focus its efforts to protect the environment.

The key compliance priorities have been determined using a range of data and information, including community complaints, detected non-compliances and monitoring information.

The priorities recognise issues that are important to the community and provide guidance to the regulated community on the Council's expectations.

Compliance Behaviour Change in the Dairy Sector

A pilot study was conducted in the 2019/20 year on Compliance Behaviour Change in the Dairy Sector, which was completed by the Catalyst Group. This study highlighted areas where Council can inform its regulatory stewardship. A copy of the report is attached.

There are caveats to keep in mind throughout the report, which are largely due to environmental circumstances, including Southland floods and COVID-19. These are:

- low sample size;
- recall bias (less likely to respond over time);
- pilot study;
- applying the typical framing of 'customer satisfaction' to regulation is unlikely to be a fair and accurate reflection of the Council's efforts.

Major points are:

- overall, nearly 90% of respondents were neutral or generally positive regarding Environment Southland's approach to compliance inspection (11% believe approach is unfair/unreasonable);
- over 90% of respondents think environmental compliance is important to the region, with 80% considering it is also important to the industry;
- nine in ten respondents see themselves as proactive, with six in ten also claiming they have become more proactive over the past year.

Compliance Work Plan

The 2019/20 compliance work plan highlighted five priorities being:

Priority 1: (reducing discharges to water, improving water quality)

Work to date has focused on:

- commencing dairy discharge consent monitoring;
- monitoring of urban water quality monitored and assessing results;
- monitoring of cleanfill sites;
- ongoing monitoring of mining sites;
- increasing understanding on plantation forestry NES compliance and working closely with the Land and Water Services Division to determine the best approach to give effect to the NES-PF within the resourcing that the division currently has.

Priority 2: (reducing discharges from domestic burning, improving air quality)

Work to date has focused on:

- identifying areas of high risk (vulnerable communities, high incident recording and airshed location) - due to lack of resourcing this has been ceased;
- good wood suppliers continue.

Priority 3: (responding to incidents and calls for service)

Work to date has focused on:

- applying increased prioritisation to after hour calls for service;
- continuing to triage reported incidents;
- where possible, staff are attending low risk categories.

Priority 4: (monitoring water quantity)

Work to date has focused on:

- developing a programme to make monitoring of high rate water takes (+5 litres /sec) easier;
- addressing data issues with large water takes;
- providing advice on lowering water quantity demands.

Priority 5: (reducing impacts on coastal areas)

Work to date has focused on:

- completing the whitebait inspections programme;
- commencing the coastal structure and aquaculture inspections, if resourcing allows.

A list of incidents and enforcement actions are attached.

Fit with strategic framework

Outcome	Contributes	Detracts	Not applicable
Managed access to quality natural resources			X
Diverse opportunities to make a living			X
Communities empowered and resilient	X		
Communities expressing their diversity			X

Compliance with Significance and Engagement Policy

There are no issues within this report which trigger matters in this policy.

Considerations

Financial implications
There are no issues within this report which trigger matters in this policy.

Legal implications
There are no legal implications associated with this report.

Attachments

1. Compliance Plan 2020-2025
2. Compliance Behaviour Change in the Dairy Sector Pilot Study
3. Incident listing
4. Enforcement actions

Environment Southland Compliance Plan 2020 -2025

To deliver on the Environment Southland vision of 'A Thriving Southland' the compliance department regulates a diverse range of activities and monitoring compliance with Legislation, Regional Plan Rules or National Environment Standards.

These rules cover air emissions, effluent disposal to land and urban wastewater, water quality, water allocation and forestry. As the regions primary environmental regulator, we are a leader, partner and protector for our community and the environment.

- Talk to the community about what matters
- Allocate, provide, consent and ensure the fair allocation of natural resources
- To deliver "A Thriving Southland"

Establishing compliance priorities

Identifying the most important environmental issues allows Environment Southland to decide what compliance priorities it will focus on. Knowledge about these issues and their associated environmental risks is established by collecting and analysing data from a range of information sources including:

- feedback from the community
- results from industry monitoring
- information from environmental reporting systems,
- trends in non-compliances
- analysis of reports to Environment Southland 24Hr Pollution Hotline
- Information from other sources such as the Dairy Industry, Air Shed Exceedances, Industry Reports and Stakeholder information and advice.

Priorities:

Reducing discharges to water, improving water quality	Reducing discharges from domestic burning, improving air quality	Respond to high priority incidents	Monitoring water quantity	Reducing impacts on coastal Marine Ares
To reduce discharges to water the compliance department will: • Undertake compliance audits of high-risk premises and inspect 100% of high-risk sites at least once per annum • Carry out random inspections for Intensive Winter Grazing, Dairy Monitoring, Urban Storm & Waste Water, Meat Works and Truck Wash Industries. • Review pollution limits on licences for small sewage treatment plants • Undertake targeted compliance programs on poor performers • Audit pollution incident response management plan and environmental management system (or equivalent) requirements at licensed premises • Serve Abatement notices on Significantly non-compliant inspections	To Reduce discharges to air the compliance department will: • Take an educational approach to domestic fires • Assist in attendance of publicity events promoting burning • Run "Good Wood" firewood scheme • Assist in promotional firewood "giveaway scheme" • Monitor Consented Air discharges • Attend backyard burn incidents	In identification of incidents the compliance department will: • Utilise the incident prioritisation protocol to identify high risk incidents • Attend all incidents identified as high risk • Attend incidents assigned a medium status as and when time allows or office availability • Note all low priority incidents, attendance only if can be combined with other duties	To monitor water usage the compliance department will: • Undertake a monitoring project of all low rate water takes auditing consent returns • Issue non-supply fees to non-compliance with consent water take information requirements. • Undertake a monitoring project of all high rate water takes auditing consent returns • Consider enforcement options for non-compliant water take	To reduce impacts on the CMA compliance will: • Undertake Annual monitoring of whitebait stands in Southland • Undertake Tri Annual monitoring of structures known as Stewart Island, South Coast and Fiordland structures in Southland
Target	Target	Target	Target	Target
• There is at least 90% compliance with consent conditions • Increased enforcement of consent breaches • Abatement notices issued to significant non-compliance inspections	• Reduction in previous years air shed exceedances	• All reported incidents undergo Triaging using the Incident Response Protocol • All High Priority incidents are attended within time-frames	• Increase compliance provided information on water takes in line with consent conditions	• Identify and remove illegal structures

ENVIRONMENT SOUTHLAND HAS THE FOLLOWING:

RESOURCE CONSENTS: 5824
CONSENT THAT REQUIRE MONITORING: 4127
73.2% CONSENTS MONITORED

THERE WERE 718 ENVIRONMENTAL INCIDENTS REPORTED (19/20 YEAR)

ENVIRONMENT SOUTHLAND COMPLIANCE RESPONDED TO 97.5%

19 / 20 YEAR
35 WARNINGS ISSUED
29 ABATEMENT NOTICES ISSUED
48 INFRINGEMENT NOTICES ISSUED
10 PROSECUTIONS CONCLUDED

THECATALYSTGROUP
planning and environment

COMPLIANCE BEHAVIOUR CHANGE IN THE DAIRY SECTOR – A PILOT STUDY OF THE SOUTHLAND REGION

16 JUNE 2020

USE OF THIS REPORT

This report has been prepared by The Catalyst Group at the request of our client for the purposes for which they intended. Where we have relied on information from external sources, we have referenced these sources as appropriate and assumed them to be accurate. If you are unsure about interpretation of the content of this report, or its use beyond that for which the client intended, please get in touch with us at enquiries@thecatalystgroup.co.nz

Please reference this report as:

Doole MA and G Johnston (2020) Compliance behaviour change in the dairy sector – a pilot study of the Southland region. The Catalyst Group Contract Report No. CN-2003-061 prepared for Environment Southland.

PREPARED BY:

Dr Marie A Doole, The Catalyst Group

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REVIEWED BY:

Peter Taylor

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CONTRACT REPORT NO:

CN-2003-061

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PREPARED FOR:

Environment Southland

……

ACKNOWLEDGEMENTS:

We thank Environment Southland staff for their insights and assistance with design and interpretation of the survey. We are also grateful to the survey participants for taking the time to share their views.

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THECATALYSTGROUP
planning and environment

FOREWORD

The Environment Southland Compliance division is constantly seeking on how to move closer to regulatory excellence. This survey was designed to gain insights of the regulated community on how they want to achieve compliance with their consents and their thoughts of the regulator.

A third party analysis was vital ensure there is an unbiased view point to the survey questions and to supply the compliance division with a set of metrics indicating where improvements can be made either to the delivery of compliance activities or to ensuring there are clear lines of communication to the regulated community to assist in achieving compliance, while ensuring compliance resources are utilised in areas where the biggest gains in environmental stewardship can be obtained.

Although this pilot study was affected by the Covid-19 response I believe there is some interesting indicators to inform compliance activities for the future. However, the effectiveness of this study will increase with future iterations.

Simon Mapp
Compliance Manager
Environment Southland Te *Taiao Tonga*

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EXECUTIVE SUMMARY

Councils are democratic institutions that undertake a range of roles in their communities, including regulator of environmental controls on activities. Understanding the views of the regulated community can assist a regulator to calibrate its approach and to gain a better understanding of the power of the approach in changing behaviour. Surveys are typically employed by Councils to measure the satisfaction of a community with how they undertake the range of duties.

Applying the typical framing of 'customer satisfaction' to regulation - particularly where there is a prospect of punitive enforcement - is unlikely to be a fair and accurate reflection of the Council's efforts. It matters less that 'customers' are 'happy' and more that they were treated fairly and reasonably through the process. A survey would be able to yield useful information on the current views of the community to provide an empirical suite of information as an input to calibrating the compliance approach.

There were three key aspects to this research: requesting the views of a subset of the regulated community about how fair and reasonable they perceived the regulator to be; how they consider their own attitude to compliance is placed in the wider scheme and how it may have shifted in the past year; and a broader analysis of how important they considered environmental compliance to be to (a) the dairy industry and (b) the Southland region.

Key findings include

- Six in ten respondents thought Environment Southland's approach was fair and reasonable
- Over 90% think environmental compliance is important to the region, with 80% considering it is also important to the industry
- Nine in ten respondents see themselves as proactive, with six in ten also claiming they have become more proactive over the past year

Overall consent holders appreciate the bigger picture acknowledging environmental compliance is important to both the industry and region. They view themselves as positive and proactive, becoming more proactive with the council's support and on farm efforts. The council's approach is largely considered fair and reasonable. Strengths are good communication, a professional and friendly approach, not try to fix non-existent issues and making good suggestions.

INTRODUCTION

Councils are democratic institutions that undertake a range of roles in their communities, including regulator of environmental controls on activities. Understanding the views of the regulated community can assist a regulator to calibrate its approach and to gain a better understanding of the power of the approach in changing behaviour.

Surveys are typically employed by Councils to measure the satisfaction of a community with how they undertake the range of duties. Applying the typical framing of 'customer satisfaction' to regulation - particularly where there is a prospect of punitive enforcement - is unlikely to be a fair and accurate reflection of the Council's efforts. It matters less that 'customers' are 'happy' and more that they were treated fairly and reasonably through the process.

Environment Southland is New Zealand's southernmost regional authority. Nearly one thousand (918 figure sourced from ES Compliance monitoring report 2018/2019[1]) dairy farms exist in the region and are subject to at least annual inspection in an ordinary year (running September-May) with follow-up as necessary depending upon any compliance matters identified. Dairy discharge consents are a key area of focus for the Environment Southland team due to the regional scale of the activity and the potential for environmental harm.

During the period of survey development, events transpired (serious flooding issues and the global Covid-19 pandemic - necessitating a national state of emergency to be declared) that disrupted the ordinary inspection regime. The regime was also already managing the ongoing impacts of the *Mycoplasma bovis* outbreak. A decision was made to proceed with a pilot survey that would test a suite of questions with a limited number of respondents and a modified methodology. Learnings are summarised later in this report and should be applied to future iterations of this survey programme. The impact of these external issues is unable to be discerned from a one-off survey, but their impact on regulator and regulated community is acknowledged.

Regulators must conduct themselves in a fair and reasonable manner; and their actions can have material impacts on compliance behaviour of the regulated community. How the law is applied and enforced can turn reasonable restrictions into tools of oppressive dominance, just as ineffective implementation can render even the best legal intervention futile.[2] Measuring the perceptions of the regulated community can help inform calibration of council's approach. In this instance, Council records enabled responses to the survey to be compared with the compliance record of the respondent's relevant dairy discharge consents.

[1] Environment Southland 2019. Environmental Compliance Monitoring Report 2018/19 Report by – Environment Southland Compliance Team. Environment Southland Publication No 2019-10

[2] Sparrow Malcolm K 2000. The Regulatory Craft: Controlling Risks, Solving Problems, and Managing Compliance. Brookings Institution Press.

METHODOLOGY

Environment Southland's dairy inspection regime comprises a goal of all dairy farms being inspected every year between September and May. Farms are subject to an inspection and then receive a letter by email. The letter contains their compliance performance grade and an explanation of what it means. The intention of this research was to conduct a survey measuring the perspectives of the regulated community on the Council's compliance approach. The questionnaire was developed in collaboration by the Environment Southland and The Catalyst Group.

The inspection programme would, under normal circumstances, extend until the last working day of May, but the nationwide lockdown due to Covid-19 meant the programme was paused. The project lead elected to draw a line under the inspections to date and to circulate the survey, particularly as the length of the lockdown was unknown at the time. Links to the survey were provided in emails circulated to farms inspected from July 2019 through to the last recorded routine inspection on the 11th of March 2020.

The online survey was emailed to 357 farm consent holders or people in charge with a response timeframe of 3 weeks with an optional one-week extension. The survey was live between the 20th of April and 7th of May. In total 80 completed the survey giving a response rate of 22%. Environment Southland administered and sent the survey out. Significance testing was conducted at the 95% confidence level. Personal quotes are used for the purposes of illustration and are not reflective of statistically significant community views.

STUDY CAVEATS

This is a pilot study and has some caveats that should be noted when interpreting the data. In the main, the caveats were foreseen, and reflective of the challenging context of the research. However, as a pilot study, the aim is to elicit findings that would be of use to the Council in calibrating its approach to compliance, and to informing subsequent surveys. Key caveats are tabulated below.

Caveat	Consequence	Learning application for future surveys
Low final sample size *(22% of 357 dairy discharge consents)*	The response rate was satisfactory for the total number of surveys released, but the total number of surveys is less than half the number of active consents. As such, there is less confidence that the results are reflective of the regulated community at large.	An ordinary year of inspections is much larger than the 2019/2020 year and the total number of respondents is likely to then enable richer analysis. Follow up surveys by phone to boost responses could also be considered.
Lower levels of responses from surveys conducted further back in time (recall bias)	Recall bias was observed meaning people were less likely to respond if their inspection was more than a few months before the request was received.	Subsequent full surveys should be released as inspections are undertaken and collated at the end of the year.
277 (78%) did not respond to the survey (potential non-response bias)	If the opinions of non-respondents vary significantly from those of respondents, council may implement incorrect or incomplete management responses.	Subsequent full surveys, where responses are voluntary, should survey a sample of non-respondents to enable a correction factor to be applied to the results.
Pilot study	Smaller than anticipated audience that was under the restrictions of lockdown / pandemic	The information from future seasons will provide greater understanding of the views of the regulated community towards their compliance and the councils approach

RESULTS

RESPONDENTS

Key relevant facts about respondents are set out below with the relevant question number in brackets. This information is background to the answers that follow and provide an overall picture on the respondents for the information and interest of the reader.

- Most respondents (93%) had received a routine inspection while the remainder had received a wintering pad inspection
- Respondents were more likely to participate if they had received an inspection in the previous three months to the release of the survey 55% than if they had received one before then.
- For the respondents that did participate, 64% received an overall compliance rating of Full Compliance with 36% falling into non-compliant categories.
- Most respondents were consent holders (59%), followed by 'person in charge' (35%) and 'other' (6%). At times there were distinctions in the responses from these groups and they are identified where relevant.
- Most respondents are in the Southland District (80%) with the remainder mainly located in Gore District (11%).
- Two age categories predominate in responses: 30-44 (39%) and 45-64 (50%) collectively comprising 89% of respondents.
- The most common farm size was 200-299ha (35%) and most common herd size was 200-699 (65%)

Reflections on these variables and what they might mean for survey results are set out in the concluding section.

A FAIR AND REASONABLE REGULATOR?

Question 2. Thinking about Environment Southlands approach to your recent compliance inspection. How fair and reasonable was this process?

Unfair and/or unreasonable
Somewhat unfair and/or unreasonable
Neutral
Somewhat fair and reasonable
Fair and reasonable

Question 3. Why do you think that?

Question 2 and its follow up sought to understand the overall impression the regulated community had of councils' approach at their most recent inspection.

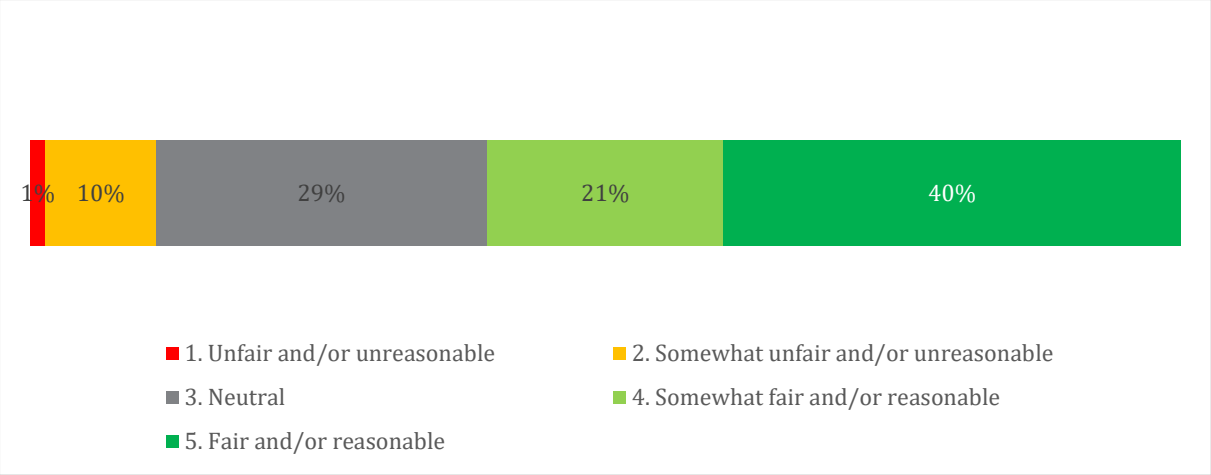


Figure 1 Q2 - Thinking about Environment Southland's approach to your recent compliance inspection. How fair and reasonable was this process? (Base those who were aware of an inspection n = 73)

Six in ten respondents thought the process was fair and reasonable, and a further three were neutral. Overall, nearly 90% of respondents were neutral or generally positive. Eleven percent considered the process to have been unfair and unreasonable and it is important to understand why that might be.

In respect of question 3, the main reasons the process was rated positively is clear communication on the process (45%), the staff are friendly and helpful (25%) and respondents noting there are no issues (23%). A selection of quotes below illustrate the nature of responses

- *Good communication and friendly approach*
- *Less aggressive than 5 years ago, hopefully the organization has turned a corner in this respect*
- *They just had a look and didn't try to fix problems that weren't there*
- *Made a few good suggestions without being overzealous*

The person in charge is directionally more likely than the consent holder to find the process fair and/ or reasonable. The smaller the farm (Question 14) the fairer and/or more reasonable they found the process.

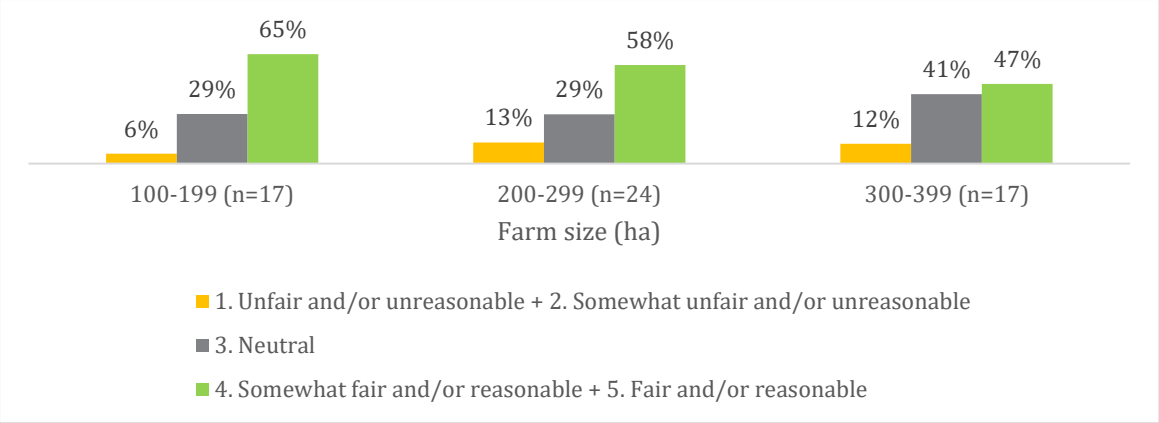


Figure 2 Q2 - Thinking about Environment Southland's approach to your recent compliance inspection. How fair and reasonable was this process? by Q14-How many hectares is your farm?

There was no statistically significant difference between the ratings given for those compliant or non-compliant. This is likely at least partly attributable to the small number of responses and future surveys may elicit a clearer trend in this regard. Although a much smaller proportion rated the process as unfair and/or unreasonable it is important to understand any common themes that arise in the open-ended observations, as they can provide valuable practice learnings for Council.

A selection of quotes below illustrate the nature of responses:

- *Always intent on finding fault, nothing positive (rated Fully Compliant)*
- *The response to the issue we had was over-reactive and we question why we are subjected to aerial inspection when in our 25 years of dairy farming here we have been compliant (rated Non-compliant)*
- *Came with no background knowledge of our farm and assumed a lot of things were none compliant when in fact if he had done some background homework of our consent would have seen that everything was up to scratch, was corrected after discussion" (rated Non-compliant).*

What does this mean?

Overall, the regulated community appears to have a generally accepting view of the Council's current approaches fairness and reasonableness, which is an important metric for a regulator. Communication featured strongly in the reasons given for a positive and a negative impression. There was not a strong relationship between impression and compliance level. This section underscores the importance of respectful engagement and communication in any compliance programme and indicates that the regulator hits a reasonable balance a lot of the time. The ultimate metric is the levels of compliance however and an improvement in them over time, coupled with continuing positive impressions would indicate a successful approach more conclusively.

CHANGING IMPRESSIONS OF THE REGULATOR

Question 4. How have your overall impressions of Environment Southland's compliance approach changed over the past year?

Become much more negative
Become slightly more negative
Much the same
Become slightly more positive
Become much more positive

Compliance approaches change over time according to industry convention, staff and management changes on both sides and shifts in policies and politics. Measuring changes in impressions over time can help a regulator track the impact of shifts in the above on behaviour change, which can help to determine what interventions to encourage compliance are effective and which might have the opposite effect.

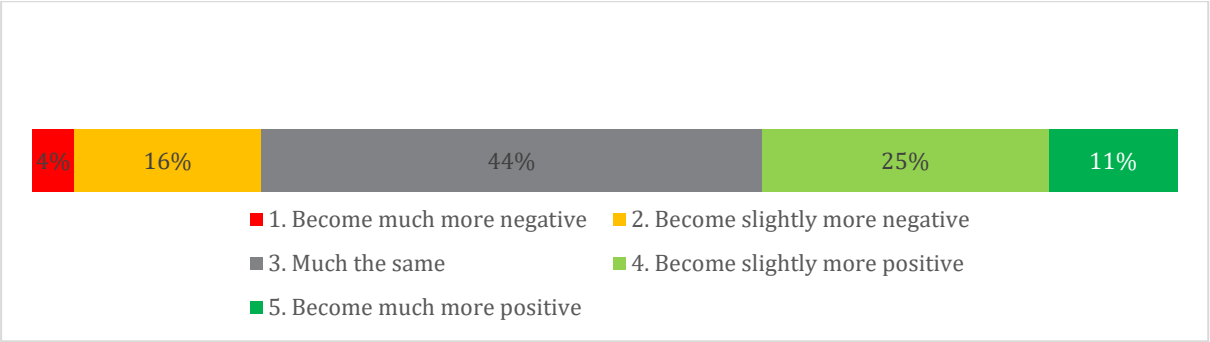


Figure 3 Q4 - How have your overall impressions of Environment Southland's compliance approach changed over the past year?

Eighty percent of respondent's impressions of the compliance approach have not changed or have become more positive in the previous year. Thirty six percent of respondents reported a more positive impression, while 20% noted the opposite trend. Of those that responded 'much the same' it should be noted that some may have a negative view and that has remained unchanged. (this proportion is likely to be low however as only 9% in the 'much the same' category rated their recent inspection unfair and unreasonable). There was little difference between the impression changes of those that did and did not comply.

Some directional differences that were noted include:

- More positive impression changes prior to Dec 2019 (47% Oct-Dec 2019), post Jan 2020 impressions are much the same (55%).
- Those with larger farms, 400ha (62%) and over 700 herd size (48%) are likely to have become more positive.
- Those that are in charge are likely to have become more positive (43% vs 30%).

What does this mean?
Overall, more people formed a more positive impression of Environment Southland than those that formed a more negative view, but the largest proportion's view was unchanged. This indicates that there may not have been any significant shift in approach in the previous year, or that if there was one it has not been significantly influential on people's impressions of the regulator.

FEEDBACK TO REGULATOR ON COMPLIANCE APPROACH

Question 10. If you were wanting to discuss the council's approach to compliance with someone, who would you most likely contact in the first instance?

Someone in governance - the council chairman, a local mayor or councillor
Manager
Compliance officer
Someone else (please state)

It is important for the regulated community and the regulator to have open lines of communication. Councils are democratic institutions however, the involvement of elected officials in matters of enforcement is generally inappropriate outside of setting policy. Notwithstanding that, it is a community member prerogative to seek out an elected representative to resolve service issues with a council. At the outset, Environment Southland expressed

particular interest in the responses to this part of the survey. The compliance division were keen to understand if there was open communication between compliance and the regulated community. Who the regulated community calls upon first in a given situation, would inform if there was a need to invest time and resources in improving access to compliance staff.

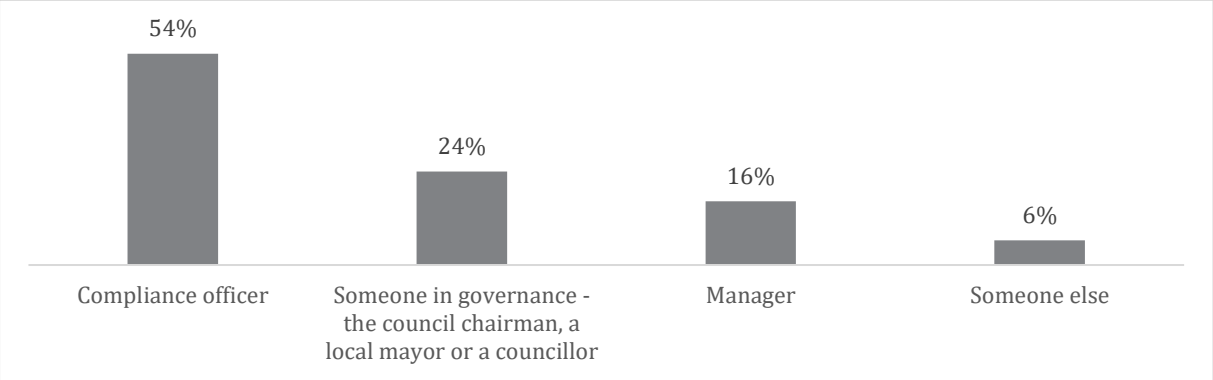


Figure 4 Q10 - If you were wanting to discuss the council's approach to compliance with someone, who would you most likely contact in the first instance? base n = 80

For over half they would contact the compliance officer to discuss the council's approach to compliance and together with the 16% that would contact a manager means two thirds (70%) would seek out staff to discuss in the first instance. This aggregated category is followed by 24% who would contact someone in governance.

What does this mean?

Seventy percent of respondents would first speak with the officer or a manager (staff of the council). Nearly a quarter would contact someone in a governance position to air their views on compliance. The 'someone else' covered a range of options including their local Member of Parliament. These figures indicate that while a majority would address issues at a staff level, a considerable proportion would take a more political route. It is important to understand why this is the favoured route for several participants - perhaps because the response is faster or because the participant views elected representatives as more likely to sympathise with their viewpoint. Conversely, if the feedback is positive the political route may be favoured to ensure the staff receive appropriate recognition. Council can help to structure the way complaints and feedback are addressed with clear communication channels and procedures.

CURRENT COMPLIANCE ATTITUDES

Question 7. How would you rate your current attitude towards compliance with your dairy discharge consent?

Reactive, Slightly reactive, Neutral, Slightly proactive, Proactive

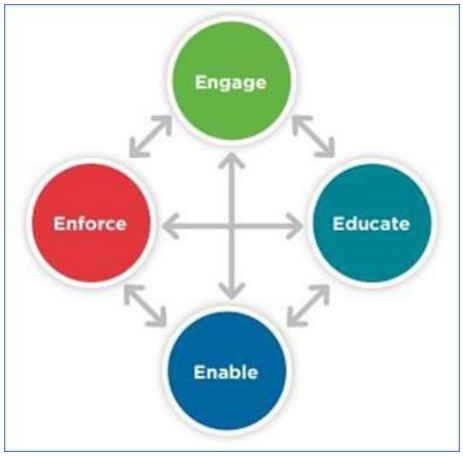
The survey took the opportunity to ask respondents about their attitude towards their own compliance. Compliance monitoring and enforcement processes typically work across a spectrum present in most regulated communities. It is important that the Council engages appropriately across the spectrum. Environment Southland employs the 4 E's model, a popular model for compliance work because it recognises the range of behaviour and regulatory responses needed to manage a regulated community.

Engage – regulated parties, community, relationships

Educate – what is needed to comply, who is responsible

Enable – promote best practice, provide advice

Enforce – range of tools to change behaviour.



Operating across the spectrum demands of the regulator a range of skills and the ability to be responsive and agile to different members of the regulated community, utilising the range of approaches within the 4E model.

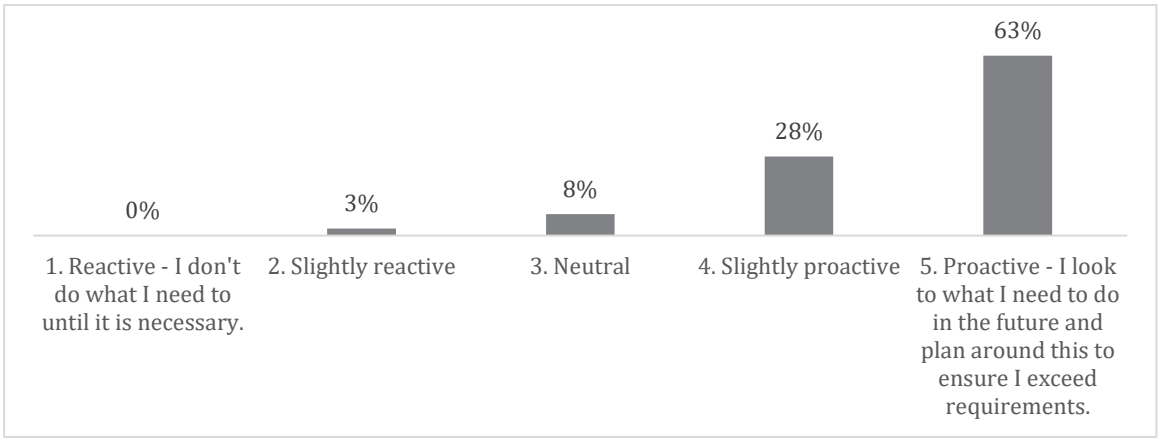


Figure 5 Q7 - How would you rate your current attitude towards compliance with your dairy discharge consent?

In this survey almost all respondents consider themselves to be proactive when it comes to compliance, with nearly two thirds saying they aim to 'exceed requirements'. The most recent report showed that 783 on-site and aerial dairy shed effluent discharge consent inspections were completed, of which 634 were graded as full compliance (81%), 139 (18%) were graded as low risk or moderate non-compliance, and 10 individual farms were graded as significant non-compliance (Environment Southland, 2019). The highest category in the Environment Southland framework is 'Fully Compliant' and it is not possible from that to elicit those that exceed requirements, the 'champions'.

Table 1 Q7 - How would you rate your current attitude towards compliance with your dairy discharge consent? by Performance Rating n = 80

	1: Full Compliance	2: Low Risk Non-compliance	5: Moderate Non-compliance	10: Significant Non-compliance
1. Reactive - I don't do what I need to until it is necessary.	0	0	0	0
2. Slightly reactive	1	1	0	0
3. Neutral	2	1	1	2
4. Slightly proactive	17	3	1	1
5. Proactive - I look to what I need to do in the future and plan around this to ensure I exceed requirements.	31	11	6	2

The compliance data and intentions expressed in the survey do not always align. There are a proportion of farmers who see themselves as proactive with dairy discharge consent but received non-compliance ratings.
94% of those rated fully compliant considered themselves proactive, while a lower figure of 83% rated less than fully compliant considered themselves proactive. In other words, those who consider themselves to be proactive are more likely to comply with requirements.

However, five respondents had farms that numbered among those with a rating of 'significant non-compliance' suggesting potential serious environmental consequences from unlawful practice. None of those respondents with significantly non-compliant operations considered themselves to be reactive and two noted they aimed to be proactive and exceed requirements. This disconnect underscores the importance of crossing survey data with compliance information to establish a fuller picture of outcomes and to test responses.

What does this mean?
Achieving and remaining in a state of compliance requires management and a good understanding of the requirements - which can be complex and require significant investment to avoid adverse environmental consequences. A considerable majority of 91% rate themselves as proactive about compliance. The low sample size makes it difficult to be sure of relationships between this self-reporting and the current state of compliance of the relevant consent conditions, but future surveys at a greater scale may contain more insights.

CHANGING COMPLIANCE ATTITUDES

Question 5. Do you think your compliance behaviour has changed over the past year, have you become?

A lot less proactive
Slightly less proactive
About the same
Slightly more proactive
Much more proactive

Question 6. Why do you think that?

The change in behaviour was measured via similar categories, to measure whether there were upward and downward trends in play. Subsequent surveys will likely provide more clarity on this matter, as will changing trends in compliance status.

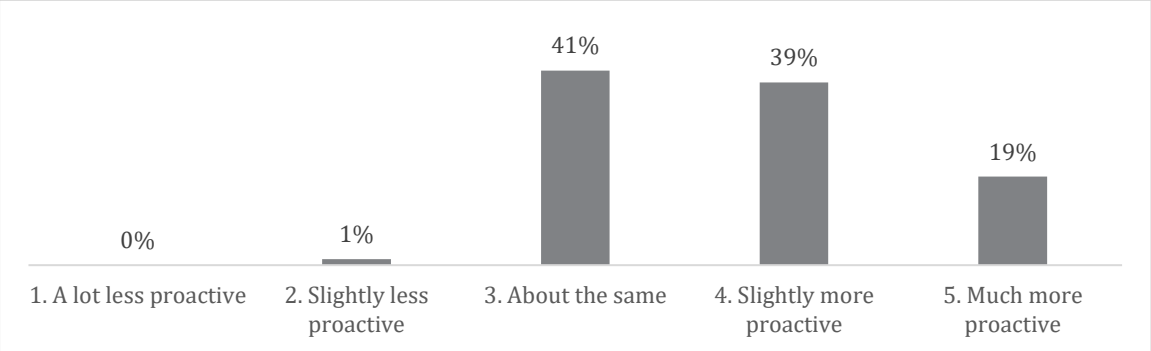


Figure 6 Q5 - Do you think your compliance behaviour has changed over the past year, have you become...? n = 80

Only 1% of respondents considered that their attitude to compliance has become less proactive in the past year, while most respondents considered themselves to be the same or slightly more proactive. Of those that considered themselves to have become more proactive, they were more likely to be aged 45-64, have herd sizes between 250-699 and be non-compliant for the reporting year. Of the respondents that noted they were more proactive (n = 46) they cited the following explanations most often:

- Trying their best/ use best practice/ trying to make things more efficient (26%)
- Am proactive/ trying to stay ahead (15%)
- Good support in meeting requirements/ good support (15%)
- Environmental impact (13%)
- Have put new systems in place (13%)

"Every year you need to be more and more proactive to stay in front of any issues "

Thirty-one respondents considered that their compliance behaviour has stayed 'much the same' over the previous year. Of the respondents that noted they were 'much the same' (n = 31) they cited the following explanations most often:

- Trying their best/ use best practice/ trying to make things more efficient (35%)
- I comply/aim to comply (26%)
- Negative about ES e.g. Lack of proactivity/ clarity by ES/ poor systems/ poor communication/ lack of practicality (19%)

While there are a small proportion of consent holders that think the process is unfair or unreasonable (11%), that claim to be less proactive (1%) or that think they are reactive (3%) we can look at these to understand how Council can further improve. Negative comments included the following:

"We need more clarity with the rules, it's like the blind leading the blind. When we ask a hard question, they can't give a straight answer. If you cannot get an answer. How do you expect us to change what we are doing?"

"We have tried to keep our standards up and supply information, have asked for receipt of information and then been told information has not been received when there is evidence that it has been received"

What does this mean?

Overall, attitudes to compliance have remained the same or improved for almost all participants. Positive changes are largely attributed to on-farm efforts to improve and good support from Council. We can also draw insights from the comments where respondents have reported no change in behaviour based on a negative interaction with Environment Southland. Poor communication and a lack of clarity about requirements were common themes in negative feedback. This indicates that the council are doing a generally good job of administering compliance, but that there is the potential to explore a more diverse array of communication options to relay requirements and support positive compliance outcomes.

It is noted that in addition to onsite discussions and compliance follow-up and the outreach services of the Land Sustainability team, the compliance team also run shed days (although at reduced levels due to declining attendance) and are currently developing a self-assessment program for some activities such as discharge consents where there is a long track record of good compliance. Uptake of these initiatives should be carefully tracked and subject to continuous evaluation (e.g. phone surveys) to ensure they are delivering desired outcomes by meeting the information needs of the community.

Question 8. Thinking about the region how important do you think environmental compliance is?

Not at all important
Slightly important
Neutral
Important
Very important

Question 9. Thinking about the dairy industry, how important do you think regular compliance monitoring is to the image of the industry?

Not at all important
Slightly important
Neutral
Important
Very important

A fair and robust compliance monitoring programme is economically important because it helps maintain a level playing field and addresses laggards and free riders who gain competitive advantage by not investing to meet requirements. The survey sought views from participants about how important they thought regular compliance monitoring was to (a) the region and (b) the industry. A good compliance record is an important aspect of an industry's social license to operate.

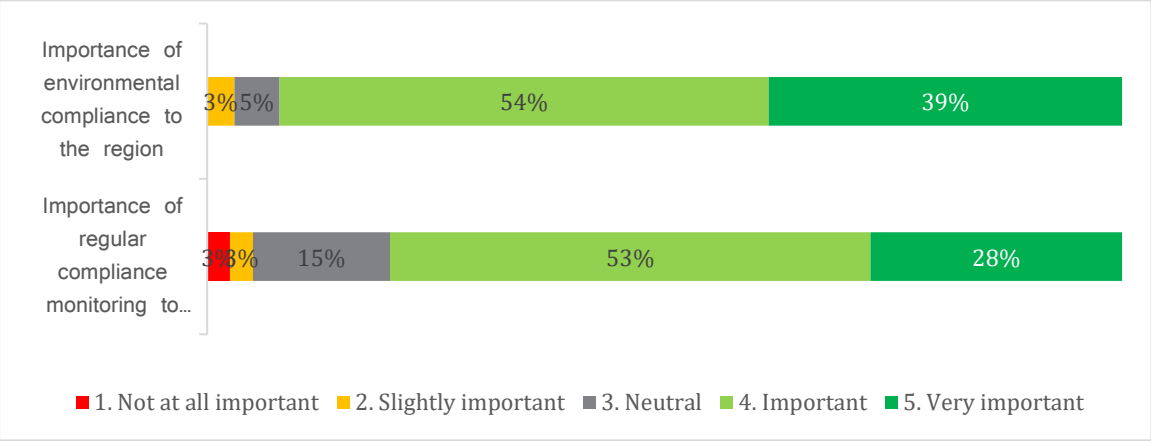


Figure 7 Q9 - Thinking about the dairy industry, how important do you think regular compliance monitoring is to the image of the industry? Q8 - Thinking about the region, how important do you think environmental compliance is? n = 80

Compliance is seen as important to both the region and the industry by consent holders. Almost all of those that did not comply (97%) thought compliance was important for the region.

- There is consensus amongst all larger farms over 300 ha and 700 herd size regular compliance is important to the region.
- The person in charge is more likely to think regular compliance is important to industry image (74% vs 86%) compared with the consent holder.

What does this mean?

There is clear recognition that environmental compliance is important to the region. The majority who view compliance as important to the image of the industry is smaller but will very significant (81%). This indicates that the role of the compliance team is recognised and valued by the community in principle, which should provide a strong foundation for engagement going forward. Subsequent survey results should also be sought to demonstrate any changes in this over time. There is a knock-on effect whereby the more important environmental compliance is seen to be, the more of a tactical advantage being in compliant becomes.

CONCLUSIONS AND LEARNINGS FOR THE COUNCIL

The survey was a useful pilot for larger scale subsequent surveys and gave insights into the perceptions of the regulated community for dairy discharge consents in Southland. It further illustrated the value of targeted surveys for the compliance function. Compliance focused surveys are useful because they enable a richer understanding of the approach of the Council to undertaking its regulatory function. They are not bound by the somewhat warped expectations that come from conflating good customer service and being a fair and reasonable regulator. Customer satisfaction surveys can only address certain aspects of the compliance role and may act to skew behaviour and goals.

Key findings include

- Six in ten respondents thought Environment Southland's approach was fair and reasonable
- Over 90% think environmental compliance is important to the region, with 80% considering it is also important to the industry
- Nine in ten respondents see themselves as proactive, with six in ten also claiming they have become more proactive over the past year

Most consent holders felt Environment Southland's compliance inspection approach was fair and reasonable and the second largest group held a neutral view. Comments from those with a positive view suggest there was good communication, a friendly approach, they did not try to fix non-existent issues and made good suggestions. The process was as expected and fair. Staff were friendly and professional. Most respondents self-report high levels of proactivity when it comes to compliance with dairy discharge consent and compliance behaviour. Most of those that did not comply still viewed themselves as proactive with dairy discharge consent. Most participants view compliance and regular monitoring as important to the industry and region.

RECOMMENDATIONS FOR THE COUNCIL

The council can assist compliance holders to be more proactive by offering practical solutions delivered by compliance officers that understand farming, providing the best solution first time round, clear and efficient communication/ communication systems, ensuring consent holders find officers positive to deal with, being able to answer consent holders questions and treating farmers with integrity. In general, Environment Southland does engage respectfully and constructively with its community. We have noted where we consider that there might be opportunities for improvement. Our key recommendations are as follows:

1. **Repeat an expanded survey regularly**

   We recommend Environment Southland conduct an expanded survey on an annual basis that is targeted at the compliance monitoring and enforcement function under the RMA. It is useful to engage with regulated community in a way that is specific and targeted when there is likely to be specific issues or ways of communicating that will be most effective. Surveys that focus on the fairness and reasonability of the regulator produce richer data than those focused on customer satisfaction.

2. **Continue to cross-reference survey results with levels of compliance**

   We recommend that surveys of regulated communities by Environment Southland that credibility of the survey is crucially linked to being able to cross check compliance behaviour with that submitted via the survey (self-reporting) as a way of 'ground-truthing' responses.

3. **Carefully track and monitor interventions to measure effectiveness**

   We recommend that Council monitor interventions undertaken to improve compliance, to continuously improve the exercise of the regulatory function and to better understand what works.

4. **Reward champions**

   We recommend that Council continue to consider how to reward champions of compliance (those that consistently meet and exceed requirements, including by operationalising the self-check system with appropriate checks and balances.,

APPENDIX 1 - INITIAL EMAIL

EMAIL INVITE

Hi xxx,

Environment Southland is committed to being a fair and credible environmental regulator. In 2019, our key priority in our Compliance Plan was 'reducing discharges to water, improving water quality'. An important aspect of this focus is monitoring existing consents for discharges to determine compliance levels.

Environment Southland is continually improving and refining its approach to compliance and is interested in your views as a consent holder in our community.

We are asking for 5 minutes of your time to fill out a short online survey focused on the management of environmental compliance of dairy discharge consents. Please click the link below to access the survey. It will be open for around two weeks only.

Environment Southland would like to thank you for participating!

Best wishes,
Donna Ferguson
Team Leader Consents and Compliance Administration

APPENDIX 2 - QUESTIONS IN SURVEY

FINAL QUESTIONNAIRE

Thank you for taking the time to participate. ES has regional rules relating to the effects of dairying on the environment and are required to ensure compliance with these rules. Your feedback will help us consider and refine our approach to environmental compliance.

The survey will take around 5 minutes, depending on how much you have to say. Are you happy to proceed?

SINGLE RESPONSE, ASK ALL

1. In the past year has your farm had one or both of the following

Compliance inspection - aerial
Compliance inspection - ground
Compliance inspection - both aerial and ground (SKIP Q2 AND Q3)
Unaware of any inspection

SINGLE RESPONSE, ASK ALL

2. Thinking about Environment Southlands approach to your recent compliance inspection. How fair and reasonable was this process?

Unfair and/or unreasonable	Somewhat unfair and/or unreasonable	Neutral	Somewhat fair and reasonable	Fair and reasonable
1	2	3	4	5

OPENENDED, ASK ALL

3.Why do you think that?

SINGLE RESPONSE, ASK ALL

4. How have your overall impressions of Environment Southland's compliance approach changed over the past year?

Become much more negative	Become slightly more negative	Much the same	Become slightly more positive	Become much more positive
1	2	3	4	5

SINGLE RESPONSE, ASK ALL

5. Do you think your compliance behaviour has changed over the past year, have you become?

A lot less proactive	Slightly less proactive	About the same	Slightly more proactive	Much more proactive
1	2	3	4	5

OPENENDED, ASK ALL

6. Why do you think that?

SINGLE RESPONSE ASK ALL

7.How would you rate your current attitude towards compliance with your dairy discharge consent?

Reactive- I don't do what I need to do until it is necessary	Slightly reactive	Neutral	Slightly proactive	Proactive- I look to what I will need to do in the future and plan around this and ensure I exceed requirements
1	2	3	4	5

SINGLE RESPONSE, ASK ALL

8. Thinking about the region how important do you think environmental compliance is?

Not at all important	Slightly important	Neutral	Important	Very important
1	2	3	4	5

SINGLE RESPONSE ASK ALL

9. Thinking about the dairy industry, how important do you think regular compliance monitoring is to the image of the industry?

Not at all important	Slightly important	Neutral	Important	Very important
1	2	3	4	5

SINGLE RESPONSE ASK ALL

10. If you were wanting to discuss the council's approach to compliance with someone, who would you most likely contact in the first instance?

Someone in governance - the council chairman, a local mayor or councillor
Manager
Compliance officer
Someone else (please state)

SINGLE RESPONSE ASK ALL

11. What role do you play?

Consent holder
Person in charge
Other (please state)

SINGLE RESPONSE ASK ALL

12. Which area do you live in?

Southland District
Gore District
Invercargill
Other (please state)

SINGLE RESPONSE ASK ALL

13. Which of these age groups do you fall into?

Under 18
18-29
30-44
45-64
65-74
75+
Prefer not to say

SINGLE RESPONSE ASK ALL (LIMIT 9 CHARACTERS)

14. How many hectares is your farm?

SINGLE RESPONSE ASK ALL

15.What is your herd size?

Under 250
250-699
700 or more

That concludes this survey. Thank you very much for your time and the information you have provided.

If you have any issues you would like to talk to the Council about, please contact its customer service team on 0800 76 88.

THECATALYSTGROUP

planning and environment

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e. enquiries@thecatalystgroup.co.nz

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PO Box 362, Palmerston North

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Incident Listing

Incident from 14/08/2020 **to** 06/11/2020

IRIS ID	Incident Date/Time	Brief Description	Location	Status	Assessed Severity	Industry / Purpose	Resource Types	Priority	Resolution	Resolution Summary	Satisfaction
REQ-20211966	14/08/2020 11:25 AM	Discharge - Oil/Fuel	Tuturau - REQ-20211966 - Discharge Oil	Closed	No effect	Industrial	Water	High	Resolved	14/08/20 1134hrs: ES	Not Required
REQ-20211967	14/08/2020 12:50 PM	Other	Invercargill - REQ-20211967 - Other	Closed	Not confirmed	Dairying - Cows	Water	Medium	Resolved	14/8/2020 - I visited the	Not Required
REQ-20211975	14/08/2020 10:00 AM	Discharge - Oil/Fuel	Gore - REQ-20211942 - Discharge - Oil	Closed	Not confirmed	Dairying - Cows	Water	Medium	Resolved	RB 14/08/20 single sample taken from requestors	Partially Satisfied
REQ-20211978	15/08/2020 09:20 AM	Dead Stock	Invercargill - REQ-20211978 - Dead Sheep	Closed	Not confirmed	Farming non dairy	Land	High	Resolved	17/8/20 - LH confirmed location is ES land. 1047 I	Not Required
REQ-20211979	15/08/2020 11:26 AM	Other	No Location provided	Closed	Not confirmed	Farming non dairy	Air	High	Resolved	Discussed with male caller on phone, he had seen a	Not Required
REQ-20211981	16/08/2020 12:50 PM	Smoke - Outdoor Burning	No Location provided	Closed	Confirmed	Domestic	Air	High	Resolved	Requestor called, said the	Not Required
REQ-20211982	16/08/2020 11:58 AM	Discharge - Oil/Fuel	Invercargill - REQ-20211982 - Discharge -	Closed	Confirmed	Recreational	Water	High	Resolved	16/8/2020 - pollution	Not Required
REQ-20211983	16/08/2020 04:38 PM	Smoke - Indoor Burning	No Location provided	Closed	Not confirmed	Domestic	Air	High	Resolved	Caller would not give	Not Required
REQ-20211986	17/08/2020 10:50 AM	Dead Stock	No Location provided	Closed	Not confirmed	Farming non dairy	Land	Medium - 2 Days	Resolved	18/08/2020 DF: Contractor was contacted yesterday	Not Required
REQ-20211990	17/08/2020 11:38 AM	Dumped Rubbish	Riverton - REQ-20211990 - Other -	Closed	Not confirmed	Drainage	Coastal	Low	Resolved	Contacted company by	
REQ-20211994	17/08/2020 03:34 PM	Smoke - Outdoor Burning	Invercargill - REQ-20211994 - Smoke	Closed	Not confirmed	Domestic	Air	High - 4 Hours	Resolved	17/8/2020 - 2 officers	Not Required
REQ-20212004	18/08/2020 08:37 AM	Discharge - Chemicals	Invercargill - REQ-20212004 - Other -	Closed	Not confirmed	Industrial	Water	Medium	Unresolved	RB 18/08/20 Requestor has	Satisfied
REQ-20212027	18/08/2020 01:48 PM	Discharge - Effluent	Invercargill - REQ-20212027 - Discharge -	Closed	Not confirmed	Transport	Water	High	Referred	JtHB (18/08/2020) - Phone	
REQ-20212029	18/08/2020 01:50 PM	Winter Grazing	Pugging	Closed	Not confirmed	Dairying - Cows	Land	High	Unresolved	RB 15/09/20 1300hrs: On	Not Required
REQ-20212040	19/08/2020 11:05 AM	Discharge - Chemicals	Gore - REQ-20212040 - Discharge to water	Closed	Confirmed	Other farms	Water	Low	Unresolved	Refer REQ-20211942.	Dissatisfied
REQ-20212102	19/08/2020 12:19 PM	Failed Inspection	Otautau - REQ-20212102 - Over Application of Effluent	Closed	Confirmed	Dairying - Cows	Land	Medium - 2 Weeks	Resolved	19/08/2020 - A/O - Over application of effluent	Not Required
REQ-20212049	19/08/2020 02:59 PM	Structures	Structure Colac Bay Bridge Abutments	Closed	Confirmed	Bridges & Culverts	Water	Medium - 1 Week	Resolved	RB 19/08/20. After establishing contact with	Satisfied
REQ-20212053	18/08/2020 04:57 PM	Dumped Rubbish	Bluff - REQ-20211831 - Other - Dumping	Closed	Not confirmed	Fish Processing	Coastal	High	Resolved	JtHB (18/08/2020) - The	Not Required
REQ-20212065	20/08/2020 12:39 PM	Rule 41 - Silage Leachate	Orawia - REQ-20212065 - Discharge to	Closed	Confirmed	Dairying - Cows	Land	Medium	Resolved	24/08/2020 SMc: Site	Not Required
REQ-20212070	20/08/2020 02:16 PM	Consent Condition Breach	Dipton REQ-20212070 Stormwater Monitoring , Edendale REQ-20212070	Closed	Confirmed	Stormwater	Water	Medium - 1 Week	Resolved	25/9/2020: Warning letter and non-supply of data	
REQ-20212146	20/08/2020 05:05 PM	Smoke - Indoor Burning	Invercargill - REQ-20212083 - Odour	Closed	Not confirmed	Domestic	Air	Medium - 2 Weeks	Resolved	letter and ed material sent out	Satisfied
REQ-20212077	14/08/2020 08:00 AM	Abatement Notice - Expired Consent	Te Anau - REQ-20212077 - Expired Consent	Closed	Confirmed	Boat Ramp	Water	Low - 1 Month	Referred	07/9/2020 GMcM - Received file for	Partially Satisfied
REQ-20212123	21/08/2020 11:09 AM	Effluent on the Road	Mossburn - REQ-20212123 - Other	Closed	Not confirmed	Other farms	Land	Low	Referred	01/09/2020 RB call SDC	Not Required
REQ-20212082	21/08/2020 12:19 PM	Odour	No Location provided	Closed	Not confirmed	Domestic	Air	Medium	Unresolved	Rung through to the	Not Required
REQ-20212083	21/08/2020 12:50 PM	Smoke - Indoor Burning	No Location provided	Closed	Not confirmed	Domestic	Air	Medium	Resolved	Educational material sent	Satisfied
REQ-20212086	20/08/2020 03:48 PM	Discharge - Effluent to Land	Effluent disposal Site -Five Rivers	Closed	Confirmed	Transport	Land	Medium - 2 Days	Resolved	RB 21/08/20 Effluent discharge from Five rivers	Not Required
REQ-20212122	21/08/2020 08:19 PM	Smoke - Industrial	Tiwai Penninsula, NZAS	Closed	Not confirmed	Industrial	Air	High	Resolved	RB 21/08/20 2100hrs: Requestor stating sees	Partially Satisfied
REQ-20212120	23/08/2020 04:42 PM	Bed Disturbance	Fortrose Beach / REQ-18191611 / Incident	Closed	Not confirmed	Dredging	Water	Medium	Resolved	RB 23/08/20 1650hrs:	Satisfied
REQ-20212090	23/08/2020 05:30 PM	Discharge - Storm water	Invercargill - REQ-20212090 - Discharge -	Closed	Confirmed	Stormwater	Water	High	Resolved	RB 1630hrs 21/08/20 Self	Not Required
REQ-20212089	23/08/2020 09:57 AM	Discharge - Effluent to Water	Waikaka - REQ-20212089 - Discharge to	Closed	Confirmed	Dairying - Cows	Water	High - 4 Hours	Resolved	RB 23/08/20 0957hrs: Self	Not Required
REQ-20212093	24/08/2020 08:23 AM	Dead Stock	Invercargill - REQ-20212093 - Dead Ewe	Closed	Not confirmed	Domestic	Water	High	Resolved	Phoned our Contractor to	
REQ-20212133	24/08/2020 05:05 PM	Smoke - Outdoor Burning	Invercargill - REQ-20212133 - Smoke	Closed	Not confirmed	Domestic	Air	Medium	Resolved	RB 24/08/20 1630hrs:	Satisfied
REQ-20212127	25/08/2020 09:15 AM	Discharge - Storm water	Invercargill - Discharge - Stormwater	Closed	Not confirmed	Sewage discharge	Water	Low	Resolved	Staff person for A/O has it contained and a sucker	Satisfied
REQ-20212142	25/08/2020 02:17 PM	Discharge - Oil/Fuel	Invercargill - REQ-20212142 - Discharge -	Closed	Not confirmed	Transport	Land	High	Resolved	JtHB (25/08/2020) - Put my	Satisfied

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Incident from 14/08/2020 **to** 06/11/2020

REQ-20212152	25/08/2020 04:10 PM	Winter Grazing	Invercargill - REQ-20212152 - Winter Grazing	Closed	Confirmed	Dairying - Cows	Land	High	Resolved	RB 04/09/20 1103 inspect area of flood bank - small	Partially Satisfied
REQ-20212199	27/08/2020 03:37 PM	Smoke - Outdoor Burning	Invercargill - REQ-20212199 - Smoke-	Closed	Not confirmed	Domestic	Air	High - 1 Hour	Resolved	RB 27/08/20 1610hrs	Satisfied
REQ-20212200	27/08/2020 03:58 PM	Culverts	Tuatapere - REQ-20212200 - Blocked Culvert	Closed	Not confirmed	Farming non dairy	Water	Low - 2 Months	Resolved	8/10/2020 CT -Advice and education about culvert	Satisfied
REQ-20212205	27/08/2020 04:15 PM	Discharge - Oil/Fuel	Winton - REQ-20212205 - Diesel spill	Closed	Confirmed	Holding Tank	Land	High - 1 Hour	Resolved	RB 27/08/20 1630hrs: Self	Not Required
REQ-20212215	28/08/2020 01:06 PM	Discharge - Effluent	No Location provided	Closed	Not confirmed	Recreational	Water	Medium - 1 Week	Resolved	28/08/2020 DF: telephone call to requester to confirm	Satisfied
REQ-20212216	28/08/2020 01:17 PM	Odour	Bluff - REQ-20212216 - Odour	Closed	Not confirmed	Industrial	Air	Medium	Resolved	We called the alleged	Satisfied
REQ-20212218	28/08/2020 02:28 PM	Abatement Notice Breach	Mataura - REQ-20212218 - Abatement	Closed	Confirmed	Dairying - Cows	Land	High - 1 Hour	Resolved	RB 28 08 20 1045hrs:	Not Required
REQ-20212222	28/08/2020 02:30 PM	Smoke - Outdoor Burning	Invercargill - REQ-20212222 - Other -	Closed	Not confirmed	Domestic	Air	Low	Resolved	Advised the caller to call if	Satisfied
REQ-20212227	29/08/2020 11:50 AM	Harbour Master	No Location provided	Closed	Confirmed	Recreational	Water	High	Resolved	No further action	Not Required
REQ-20212305	30/08/2020 12:00 PM	Smoke - Outdoor Burning	Invercargill - REQ-20212305 - Outdoor	Closed	Not confirmed	Domestic	Air	High	Resolved	30/8/2020 CT - The	Satisfied
REQ-20212234	31/08/2020 09:44 AM	Whitebait	Riverton - REQ-20212234 - Whitebait	Closed		Domestic	Water	High	Resolved	Site Visit to be undertaken	Not Required
REQ-20212239	31/08/2020 11:18 AM	Abatement Notice	Mossburn - REQ-20212239 - Expired	Closed	Confirmed	Recreational	Water	Low - 1 Month	Resolved	31/08 DF: Consent holder	Satisfied
REQ-20212240	30/08/2020 03:35 PM	Wetlands	Wright Bush - REQ-20212240 - Other -	Closed	Confirmed	Livestock farms	Water	High - 24 Hours	Resolved	31/08/2020 CT - Attended	Not Required
REQ-20212244	31/08/2020 11:49 AM	Abatement Notice	Lumsden - REQ-20212244 - Expired Consent	Received	Confirmed	Weed/plant control	Air	Low - 1 Month		31/08 DF: confirmation received that they will be	
REQ-20212255	31/08/2020 02:45 PM	Discharge - Chemicall	Mataura - REQ-20212255 - Discharge to	Closed	Not confirmed	Industrial	Water	Medium	Resolved	Reports received from	
REQ-20212258	31/08/2020 03:10 PM	Discharge - Dust/Particulates	Orepuki - REQ-20212258 - Discharge to Air	Closed	Not confirmed	Industrial	Air	Medium	Unresolved	Requester just wants all	Dissatisfied
REQ-20212323	3/09/2020 11:18 AM	Smoke - Indoor Burning	Invercargill - REQ-20212323 - Smoke - Indoor Burning	Closed	Confirmed	Domestic	Air	High - 1 Hour	Resolved	03/09/2020 CT - went to site, smoke is quite smelly	Partially Satisfied
REQ-20212325	3/09/2020 01:21 PM	Bed Disturbance	Garston - REQ-20212325 - Bed Disturbance	Closed	Not confirmed	River control	Water	Medium - 2 Days	Resolved	03/09/2020 CT - Talked to Catchment - it is one of our	Dissatisfied
REQ-20212344	4/09/2020 10:21 AM	Smoke - Outdoor Burning	Colac Bay - REQ-20212344 - Smoke	Closed	Confirmed	Winter grazing	Air	Medium	Resolved	04/09/2020 13.30hrs SMc	Not Required
REQ-20212351	4/09/2020 11:10 AM	Dead Stock	Invercargill - REQ-20212351 - Other Dead Lamb	Closed	Not confirmed	Farming non dairy	Land	Medium	Unresolved	happened yesterday and will be gone now with the	Not Required
REQ-20212374	5/09/2020 08:40 AM	Smoke - Outdoor Burning	Invercargill - REQ-20212374 - Smoke -	Closed	Not confirmed	Domestic	Air	Low	Resolved	05/09/2020 SMc:	Dissatisfied
REQ-20212373	5/09/2020 02:30 PM	Smoke - Outdoor Burning	Invercargill - REQ-20212373 - Odour -	Closed	Not confirmed	Domestic	Air	High	Resolved	05/09/2020 SMc:	Not Required
REQ-20212377	7/09/2020 08:55 AM	Discharge - Oil/Fuel	Invercargill - REQ-20212377 - Discharge-	Closed	Confirmed	Stormwater	Water	High - 1 Hour	Resolved	ICC attended and put	
REQ-20212395	7/09/2020 10:15 AM	Smoke - Outdoor Burning	Invercargill - REQ-20212395 - Outdoor	Closed	Confirmed	Domestic	Air	High	Resolved	RB 07 09 20 11.05hrs:	Satisfied
REQ-20212439	8/09/2020 09:28 AM	Odour	invercargill - REQ-20212439 - Odour	Closed	Not confirmed	Meat works	Air	High	Resolved	I investigated the incident.	Satisfied
REQ-20212478	8/09/2020 04:00 PM	Failed inspection	Hokonui - REQ-20212478 - Discharge to	Closed	Confirmed	Dairying - Cows	Land	High	Resolved	8/9/20-OIA attended	Not Required
REQ-20212480	9/09/2020 08:50 AM	Odour	Invercargill - REQ-20212480 - Odour	Closed	Not confirmed	Industrial	Air	Medium	Unresolved	RB 09 09 20 . A/O property	Not Required
REQ-20212481	9/09/2020 09:17 AM	Dead Stock	Invercargill - REQ-20212481 - Deadstock	Closed	Not confirmed	Dairying - Cows	Water	Medium	Resolved	Contractor sent to collect.	Satisfied
REQ-20212488	9/09/2020 11:15 AM	Sewage	Invercargill - REQ-20212488 - Sewage	Closed	Not confirmed	Sewage discharge	Water	High - 1 Hour	Resolved	09/09/20 1120hrs: Informed TA of possible	Satisfied
REQ-20212512	9/09/2020 04:50 PM	Discharge - Storm water	Invercargill - REQ-20212512 - Discharge - Stormwater	Closed	Confirmed	Stormwater	Water	Medium	Resolved	10/09/2020 SMc and RB completed site inspection	Partially Satisfied
REQ-20212545	12/09/2020 10:14 AM	Smoke - Outdoor Burning	Otatara - REQ-20212545 - Outdoor	Closed	Not confirmed	Domestic	Air	High - 1 Hour	Resolved	Letter and Educational	Satisfied
REQ-20212546	12/09/2020 11:39 AM	Smoke - Outdoor Burning	Invercargill - REQ-20212546 - Smoke -	Closed	Not confirmed	Domestic	Air	High - 1 Hour	Resolved	Letter and Educational	Satisfied
REQ-20212547	12/09/2020 01:18 PM	Smoke - Outdoor Burning	Otatara - REQ-20212547 - Smoke Outdoor	Closed	Not confirmed	Domestic	Air	High - 4 Hours	Resolved	Letter of education sent.	Not Required
REQ-20212549	14/09/2020 08:03 AM	Discharge - Effluent to Land	Invercargill - REQ-20212549 - Discharge-	Closed	Not confirmed	Dairying - Cows	Land	High - 24 Hours	Resolved	14/9/20: Inspected the	Dissatisfied
REQ-20212550	12/09/2020 03:00 PM	Smoke - Outdoor Burning	Invercargill - REQ-20211729 - Outdoor	Closed	Not confirmed	Domestic	Air	Low	Resolved	14/09/2020 CT - sent	Satisfied
REQ-20212561	14/09/2020 10:30 AM	Discharge - Effluent to land	Aparima - REQ-20212561 - Other	Closed	Confirmed	Dairying - Cows	Land	Medium	Referred	14/09/2020 RW: Site	
REQ-20212598	15/09/2020 12:17 PM	Failed Inspection	Winton - REQ-20212598 - Failed	Closed	Confirmed	Dairying - Cows	Land	High - 24 Hours	Resolved	15/9/20 LH - Ponding	
REQ-20212605	15/09/2020 01:55 PM	Discharge - Effluent to water	Invercargill - REQ-20212605- Discharge to	Closed	Confirmed	Dairying - Cows	Water	Medium	Resolved	RB 15/09/20 1500hrs:	Satisfied
REQ-20212637	16/09/2020 04:34 AM	Smoke - Indoor Burning	Invercargill - REQ-20212637 - Smoke -	Closed	Not confirmed	Domestic	Air	High	Resolved	Posted a letter out with	

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REQ-20212632	16/09/2020 04:15 PM	Landfill/Dead Hole	Invrecragill - REQ-20212632 - Other - Large hole beside roadway	Closed	Confirmed	Farming non dairy	Land	Medium	Resolved	DV 10/2020 Infringement Notice and cost recovery	Not Required
REQ-20212633	16/09/2020 04:58 PM	Landfill/Dead Hole	Invercargill - REQ-20212633 - Landfill	Closed	Confirmed	Farming non dairy	Land	Medium	Resolved	Linked to REQ-20212632 which is the primary	Not Required
REQ-20212653	17/09/2020 12:28 PM	Flooding	Invercargill - REQ-20212653 - Other -	Closed	Not confirmed	Domestic	Water	High - 4 Hours	Resolved	17/09/20 GMcM - Refer	Satisfied
REQ-20212655	17/09/2020 01:28 PM	Discharge - Storm water	Gore - REQ-20212655 -Discharge - Storm	Closed	Not confirmed	TLA	Water	Low	Resolved	17/9/2020 - CT - SMc	Not Required
REQ-20212666	17/09/2020 04:28 PM	Smoke - Outdoor Burning	Gore - REQ-20212666 - Smoke Outdoor Burning	Closed	Not confirmed	Farming non dairy	Air	Medium	Resolved	Photo of the bonfire had been taken. No breach of	
REQ-20212669	17/09/2020 04:30 PM	Discharge - Effluent to Land	Te Anau - REQ-20212669 - Other - Effluent	Closed	Confirmed	Dairying - Cows	Land	High - 4 Hours	Resolved	DV 24/09/2020 Phoned	Not Required
REQ-20212694	19/09/2020 11:34 PM	Smoke - Outdoor Burning	Invercargill - REQ-20212694 - Smoke -	Closed	Not confirmed	Domestic	Air	Medium	Resolved	19/09/2020 (JtHB) -	Satisfied
REQ-20212696	20/09/2020 05:16 PM	Smoke - Outdoor burning	Nightcaps - REQ-20212696 - Smoke -	Closed	Not confirmed	Domestic	Air	Low	Unresolved	20/09/2020 (JtHB) - Details	Not Required
REQ-20212699	21/09/2020 09:15 AM	Dumped Rubbish	No Location provided	Closed	Not confirmed	Domestic	Air	Medium	Referred	email sent through to	Satisfied
REQ-20212734	21/09/2020 10:00 AM	Whitebait	Titiroa - REQ-20212734 - Whitebait	Open		Recreational	Water	Low - 3 Months			
REQ-20212713	21/09/2020 12:11 PM	Smoke - Indoor Burning	Invercargill - REQ-20212713 - indoor	Closed	Not confirmed	Domestic	Air	High - 24 Hours	Resolved	21/09/2020 DF: advice and	Not Required
REQ-20212739	21/09/2020 05:44 PM	Smoke - Outdoor Burning	Nightcaps - REQ-20212739 - Smoke	Closed	Not confirmed	Domestic	Air	Low	Unresolved	21/09/2020 (JtHB) - Details	Dissatisfied
REQ-20212735	22/09/2020 10:02 AM	Smoke - Outdoor Burning	Invercargill - REQ-20212735 - Smoke -	Closed	Confirmed	Domestic	Air	High	Resolved	RB 22 09 20 103hrs:	Satisfied
REQ-20212738	22/09/2020 10:44 AM	Failed inspection	Fivebrocks	Closed	Confirmed	Dairying - Cows	Land	Medium	Resolved	LA 22/9/2020: ponding due	Not Required
REQ-20212751	22/09/2020 03:10 PM	Discharge - Dust/Particulates	Orepuki - REQ-20212751 - Discharge Dust	Closed	Not confirmed	Industrial	Air	Low	Unresolved	Requester called and wanted this logged as	Partially Satisfied
REQ-20212766	22/09/2020 04:08 PM	Winter Grazing	Invercargill - REQ-20212766 - Winter	Closed	Not confirmed	Winter grazing	Land	Medium	Resolved	RB 24/09/20 1337hrs:	Satisfied
REQ-20212802	22/09/2020 04:14 PM	Winter Grazing	Winton - REQ-20212802 - Intensive	Closed	Not confirmed	Dairying - Cows	Land	Medium	Resolved	24/09/20 1312hrs:	Satisfied
REQ-20212797	24/09/2020 08:08 AM	Smoke - Outdoor Burning	290 Thompsons Crossing West	Closed	Confirmed	Dairying - Cows	Air	High	Resolved	RB and MT 24/09/20	Not Required
REQ-20212803	24/09/2020 08:33 AM	Discharge - Dust/Particulates	Tuatapere - REQ-20212803 - Aerial Fertilizer Application	Closed	Not confirmed	Dairying - Cows	Air	High	Unresolved	RB 24/09/20 1400hrs: Called requestor and	Partially Satisfied
REQ-20212860	25/09/2020 12:48 PM	Livestock in waterway	Riverton - REQ-20212860 - Livestock in	Closed	Confirmed	Dairying - Cows	Water	High	Resolved	RB 30 09 20 1148hrs:	Satisfied
REQ-20212876	26/09/2020 10:53 AM	Smoke - Outdoor Burning	Invercargill - REQ 2021876 - Smoke	Closed	Not confirmed	Domestic	Air	High	Resolved	28/09/2020 GMc -	Satisfied
REQ-20212877	26/09/2020 11:36 AM	Discharge - Chemicals	Edendale - REQ-20212877 - Discharge Chemicals	Closed	Confirmed	Milk and dairy industries	Land	High	Resolved	28/09/2020 GMc - Spoke to FENZ controller. Leak	Not Required
REQ-20212885	27/09/2020 11:37 AM	Discharge to Land	Invercargill - REQ-20212885 - Other - Stuff	Closed	Confirmed	Domestic	Air	High - 1 Hour	Resolved	28/09/20 - GMc - Attended	Not Required
REQ-20212888	28/09/2020 11:51 AM	Consent Condition Breach	No Location provided	Received		Pasture Irrigation	Water	Medium			
REQ-20212891	28/09/2020 12:15 PM	Smoke - Domestic	Smoke - Domestic	Closed	Not confirmed	Domestic	Air	High	Resolved	28/09/20 1212hrs: Arrive	Satisfied
REQ-20212937	30/09/2020 10:50 AM	Discharge - Chemical	Riverton boat ramp and co op	Closed	Confirmed	Industrial	Water	High	Unresolved	30/09/20 1050hrs: Oil sheen near Riverton Co- op	Partially Satisfied
REQ-20212947	30/09/2020 01:55 PM	Abatement Notice - Expired Consent	left bank of the Oreti River at Lumsden, 400m below Pluto Street	Closed	Confirmed	Gravel extraction	Land	Medium	Resolved	Abatement Notice issued 06/10/2020 EAC-20201344	Not Required
REQ-20212949	29/09/2020 02:47 PM	Wetlands	No Location provided	Open		Mining works	Water	Low - 6 Months			
REQ-20212972	1/10/2020 01:38 PM	Smoke - Outdoor Burning	Invercargill - REQ-20212972 - Smoke -	Closed	Confirmed	Domestic	Air	High	Resolved	01/10/20 1400hrs: Onsite	Satisfied
REQ-20212988	2/10/2020 09:35 AM	Discharge - Effluent to Water	Invercargill - REQ-20212988 - Discharge to	Closed	No effect	Dairying - Cows	Water	High	Resolved	RB 02 10 20 1019hrs: RB	Not Required
REQ-20212992	2/10/2020 12:17 PM	Failed inspection	Swale	Closed	Confirmed	Dairying - Cows	Land	Medium	Resolved	2/10/20 LH - Routine	Not Required
REQ-20213009	2/10/2020 10:00 AM	Dead stock	No Location provided	Closed	Confirmed	Farming non dairy	Land	Low	Resolved	picked up Saturday morning by our contractor.	Satisfied
REQ-20213025	4/10/2020 10:45 AM	Discharge - Storm water	Invercargill - REQ-20213025 - Discharge to Stormwater	Closed	Confirmed	Sewage discharge	Water	Medium	Resolved	Monitoring undertaken by ICC, report supplied.	Satisfied
REQ-20213024	4/10/2020 12:40 PM	Other	Invercargill - REQ-20213024 - Other	Closed	Confirmed	Dairying - Cows	Water	Medium	Resolved	Requester called the	Satisfied
REQ-20213027	4/10/2020 02:40 PM	Discharge - wastewater	Invercargill - REQ-20213027 - Discharge - Sewage Discharge	Closed	Not confirmed	Sewage discharge	Water	Low - 1 Month	Resolved	Monitoring undertaken by ICC, report supplied.	Satisfied
REQ-20213034	4/10/2020 03:33 PM	Discharge - Effluent to water	Invercargill - REQ-20213034 - Discharge to	Closed	Confirmed	Dairying - Cows	Water	High - 4 Hours	Resolved	I conducted a site	Satisfied
REQ-20212996	2/10/2020 07:32 AM	Consent Condition Breach	No Location provided	Open		Dairying - Cows	Water	Medium	Referred		

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REQ-20213007	5/10/2020 09:11 AM	Discharge - Effluent to Water	Kennington - REQ-20213007 - Effluent	Closed		Drainage	Water	High	Resolved	The pond flooding was	
REQ-20212981	1/10/2020 09:00 PM	Discharge - Effluent to water	Oreti Beach REQ-20212981 Foam	Closed	Not confirmed	Recreational	Water	Medium - 2 Days	Resolved	5/10/2020 14:40 Contacted Requestor.	Satisfied
REQ-20213026	5/10/2020 02:20 PM	Discharge - Effluent to Water	Invercargill - REQ-20213026 - Discharge to	Closed	Confirmed	Dairying - Cows	Water	High - 24 Hours	Resolved	The alleged offender called	Satisfied
REQ-20213029	5/10/2020 02:54 PM	Discharge - wastewater	Invercargill - REQ-20213029 - Discharge - Sewage Discharge	Closed	Confirmed	Stormwater outlets pipes/cables	Water	Low - 1 Month	Resolved	Report attached	Satisfied
REQ-20213057	6/10/2020 03:59 PM	Odour	No Location provided	Closed	Not confirmed	Domestic	Air	High - 1 Hour	Resolved	Attended the incident,	Satisfied
REQ-20213065	7/10/2020 08:54 AM	Odour	Invercagrill-REQ-20213065 - Odour	Closed	Not confirmed	Dairying - Cows	Air	High	Resolved	Confirmed with Requestor	Satisfied
REQ-20213073	7/10/2020 10:49 AM	Flooding	No Location provided	Closed	Not confirmed	Domestic	Land	Medium - 2 Weeks	Resolved	7/10/20 GMcM - Called Requestor. Was advised	Not Required
REQ-20213081	7/10/2020 12:43 PM	Discharge - Oil/Fuel	No Location provided	Closed	Not confirmed	Wharves and jetties	Water	Medium	Resolved	Notes Spill source not identified, slick left to	Not Required
REQ-20213082	7/10/2020 02:31 PM	Odour	Invercargill - REQ-20213082 - Odour	Closed	Not confirmed	Industrial	Air	High	Resolved	07/10/2020 CT - Visited	Satisfied
REQ-20213099	8/10/2020 10:22 AM	Odour	Otatutau - REQ-20213099 - Other Dead Stock	Closed	Confirmed	Farming non dairy	Air	High	Resolved	I called the alleged offender and informed	Satisfied
REQ-20213100	8/10/2020 10:48 AM	Odour	No Location provided	Closed	Confirmed	Farming non dairy	Air	High	Resolved	I called the alleged offender and informed	Satisfied
REQ-20213103	8/10/2020 11:42 AM	Odour	Otautau - REQ-20213100 - Odour - Dead Lambs	Closed	Confirmed	Dairying - Sheep	Air	High	Resolved	I called the alleged offender and informed	Satisfied
REQ-20213121	9/10/2020 10:27 AM	Discharge - Oil/Fuel	Invercargill-REQ-20213121-Discharge - Oil	Closed	Not confirmed	Transport	Water	High	Resolved	DV 09/10/2020 Attended	Not Required
REQ-20213127	9/10/2020 12:04 PM	Winter Grazing	winter grazing	Closed	No effect	Dairying - Cows	Land	Medium	Resolved	19/10/20 1300hrs: Second	Not Required
REQ-20213140	9/10/2020 04:31 PM	Discharge - sewage	No Location provided	Closed	Not confirmed	Stormwater outlets pipes/cables	Water	Medium - 2 Weeks	Resolved	Report Submitted	Satisfied
REQ-20213150	9/10/2020 05:29 PM	Discharge - Effluent to water	Orepuki - REQ-20213150 - Other - Dirty Creek	Closed	Not confirmed	Farming non dairy	Water	High	Resolved	Attended site Sat 10/10/20. While brownish	Partially Satisfied
REQ-20213148	9/10/2020 06:11 PM	Smoke - Outdoor Burning	Invercargill - REQ-20213148 - Smoke -	Closed	Confirmed	Domestic	Air	High	Resolved	Property owner spoken to	Satisfied
REQ-20213141	5/10/2020 03:50 PM	Discharge - Sewage	Invercargill - REQ-20213141 - Discharge -	Closed	Not confirmed	Stormwater	Water	High	Resolved	JtHB (05/10/2020) - Self-	Not Required
REQ-20213142	12/10/2020 08:08 AM	Consent Condition Breach	Invercargill - REQ-20213142 - Consent Condition Breach	Closed	Confirmed	Pasture Irrigation	Water	Medium	Resolved	DV 11/11/2020 Letter of direction sent.	Not Required
REQ-20213146	12/10/2020 08:29 AM	Consent Condition Breach	Invercrgill - REQ-20213146 - Consent	Closed	Confirmed	Dairying - Cows	Water	Medium	Resolved	DV 30/10/2020 Letter of	Not Required
REQ-20213169	12/10/2020 03:00 PM	Wetlands	Invercargill - REQ-20213169 - Other Wetland Clearance	Closed	Not confirmed	Dairying - Cows	Land	Medium - 1 Week	Resolved	Keep requestor updated.	Satisfied
REQ-20213172	13/10/2020 08:18 AM	Consent Condition Breach	Morton Mains - REQ-20213172 - Illegal Bore	Received		Bore Construction	Land	Low - 1 Month			
REQ-20213174	13/10/2020 09:15 AM	Discharge - Effluent to water	Seward Bush-REQ-202013174-Discharge to Water	Closed	Not confirmed	Dairying - Cows	Water	High	Unresolved	13/10/20 0935hrs: Spoke Requestor set time for site	Partially Satisfied
REQ-20213210	13/10/2020 05:30 PM	Smoke - Outdoor Burning	Invercargill - REQ-20213210 - Smoke	Closed	Not confirmed	Domestic	Air	High	Resolved	Refer File note A604071 13/10/2020. NFA MPBT	Partially Satisfied
REQ-20213199	14/10/2020 09:07 AM	Other dead Kanakana	No Location provided	Closed	Not confirmed	Recreational	Water	High	Resolved	At the time of closing very	Not Required
REQ-20213207	14/10/2020 10:37 AM	Odour	Invercargill - REQ-20213207 - Odour	Closed	Not confirmed	Fertiliser Work	Air	Medium	Resolved	A letter and odour diary	Satisfied
REQ-20213203	14/10/2020 11:10 AM	Dead Native Animals	Niagara - REQ-20213203	Closed	Not confirmed	Recreational	Water	Medium	Resolved	GMcM - 20/10/2020 -	Not Required
REQ-20213230	15/10/2020 02:30 PM	Smoke - Outdoor Burning	Riverton-REQ-20213230 Smoke Outdoor	Closed	Not confirmed	Domestic	Air	Medium	Resolved	Call to requester to advise	Satisfied
REQ-20213235	15/10/2020 04:23 PM	Whitebait	No Location provided	Closed	Not confirmed	Domestic	Water	Medium	Resolved	I have emailed Requester	Satisfied
REQ-20213246	15/10/2020 05:20 PM	Smoke - Outdoor Burning	Bluff- REQ-20213246 - Smoke - Outdoor	Closed	Not confirmed	Domestic	Air	High	Resolved	Advice and Education	Satisfied
REQ-20213252	15/10/2020 05:48 PM	Odour	Bluff- REQ-20213252-Odour burning smell	Closed	Not confirmed	Domestic	Air	High - 24 Hours	Resolved	Requester notified of strong electrical smell	Partially Satisfied
REQ-20213267	16/10/2020 01:07 PM	Discharge - Effluent to Land	Riversdale-REQ-20213267-Discharge to	Closed	Not confirmed	Dairying - Cows	Land	Medium	Resolved	16/10/20 GMcM -	Not Required
REQ-20213284	16/10/2020 03:07 PM	Discharge - Dust/Paticulates	No Location provided	Closed	Not confirmed	Domestic	Air	Medium	Resolved	spoke to requestor on	Satisfied

Incident Listing

Incident from 14/08/2020 **to** 06/11/2020

REQ-20213288	16/10/2020 03:28 PM	Discharge - Oil/Fuel	Invercargill - REQ-20213288- Discharge -	Closed	Not confirmed	Transport	Water	Medium	Resolved	LH-emailed ICC for photos	Not Required
REQ-20213306	19/10/2020 08:21 AM	Winter Grazing	No Location provided	Closed	Not confirmed	Winter grazing	Land	Low - 1 Month	Resolved	RB 1358hrs 19/10/20 .	Not Required
REQ-20213310	19/10/2020 09:40 AM	Dumped Rubbish	Invercargill - REQ-20213310 - Other	Closed	Confirmed	Domestic	Water	High - 24 Hours	Resolved	ES Catchment team	Not Required
REQ-20213309	18/10/2020 01:14 PM	Full Pond	No Location provided	Closed	Not confirmed	Dairying - Cows	Land	High - 24 Hours	Resolved	LH - caller rang to inform	Not Required
REQ-20213315	19/10/2020 11:53 AM	Discharge to water	Woodlands-REQ-20213315-Discolour of	Closed	Not confirmed	Domestic	Water	High - 4 Hours	Resolved	19/10/2020 12:00 hrs Rung	Satisfied
REQ-20213335	19/10/2020 03:31 PM	Discharge - wastewater	Naigara-REQ-20213335- Discharge to	Closed	No effect	Domestic	Water	Medium	Resolved	RB 21/10/20 0950hrs:	Satisfied
REQ-20213367	20/10/2020 07:53 AM	Consent Condition Breach	No Location provided	Closed	Confirmed	Pasture Irrigation	Water	Low - 1 Month	Resolved	Duplicate REQ made at REQ-20213142	Not Required
REQ-20213375	20/10/2020 09:11 AM	Consent Condition Breach	No Location provided	Closed	Confirmed	Crop Irrigation	Water	Medium - 2 Weeks	Unresolved	Duplicate REQ- Being dealt with under REQ-20212996	Not Required
REQ-20213386	20/10/2020 09:36 AM	Consent Condition Breach	No Location provided	Closed	Confirmed	Dairying - Cows	Water	Low - 1 Month	Resolved	GMcM - 03/11/20 - This is	Not Required
REQ-20213388	20/10/2020 09:45 AM	Livestock in waterway	Benmore-REQ-20213388-Livestock in	Closed	No effect	Dairying - Cows	Water	High	Resolved	30/10/20 1345hrs: Visited	Not Required
REQ-20213520	21/10/2020 12:30 PM	Odour	Invercargill - REQ20213520 - Odoour ,	Closed	Confirmed	Industrial	Air	Medium	Resolved	REFER to REQ-20213542	Satisfied
REQ-20213542	21/10/2020 03:00 PM	Odour	Invercargill - REQ-20213542 - Odour	Closed	Confirmed	Industrial	Air	High	Resolved	RB 21/10/20 1557hrs:	Satisfied
REQ-20213589	22/10/2020 06:00 AM	Discharge -Effluent to Land	Invercargill - REQ-20213589	Open	Confirmed	Dairying - Cows	Water	High		22/10/2020 CT with DW -	
REQ-20213574	22/10/2020 09:32 AM	Smoke - Outdoor Burning	Smoke- Outdoor Burning	Closed	Not confirmed	Domestic	Air	High	Resolved	Incident attended and	Satisfied
REQ-20213579	22/10/2020 10:00 AM	Other - Dumped Fish remains	Invercagill - REQ-20213579 - Other -	Closed	Not confirmed	Domestic	Land	Low	Resolved	RB 23/10/20 0854hrs: Rang	Not Required
REQ-20213602	22/10/2020 03:38 PM	Other - Littering	Otautau-REQ-20213602-Other-Rubbish	Closed	Not confirmed	Domestic	Land	High	Resolved	Compliance Officer spoke	Satisfied
REQ-20213605	22/10/2020 04:07 PM	Odour	Invercargil - REQ-20213605-Odour	Closed	Not confirmed	Dairying - Cows	Air	High - 1 Hour	Unresolved	Refer REQ-20213704 as	Not Required
REQ-20213624	23/10/2020 10:39 AM	Odour	Bluff - REQ-20213624 - Odour	Closed	Confirmed	Meat works	Air	High	Resolved	RB 1144hrs 23/10/20: Confirmed minor odour	Partially Satisfied
REQ-20213634	23/10/2020 01:15 PM	Odour	Odour	Closed	Confirmed	Industrial	Air	High	Resolved	RB 23/10/20 REFER to REQ-20213624.	Partially Satisfied
REQ-20213645	24/09/2020 03:12 PM	Whitebait - DU184	Titiroa - REQ-20213645 - Whitebait Non-	Received	Confirmed	Structures	Water	Low - 2 Months			
REQ-20213646	8/09/2020 03:21 PM	Whitebait - MDS14509	Aparima - REQ-20213646 - Whitebait Non	Received	Confirmed	Structures	Water	Low - 2 Months			
REQ-20213647	9/10/2020 03:45 PM	Whitebait - MDS853	Aparima - REQ-20213647 - Whitebait Non	Received	Confirmed	Structures	Water	Low - 2 Months			
REQ-20213648	21/10/2020 04:00 PM	Whitebait - MDS1696	Waikawa - REQ-20213648 - Whitebait	Received	Confirmed	Structures	Water	Low - 2 Months			
REQ-20213700	24/10/2020 11:37 AM	Smoke - Outdoor Burning	Invercargill - REQ-20213700 - Smoke - Outdoor Burning	Closed	Confirmed	Domestic	Air	High	Resolved	24/10/2020 CT - Attended incident, found fire. Smoke	Partially Satisfied
REQ-20213704	25/10/2020 12:12 PM	Odour	Invercargill - REQ-20213704 - Odour	Closed	Confirmed	Dairying - Cows	Air	High	Resolved	25/10/2020 Ct - Site visit -	Not Required
REQ-20213705	25/10/2020 12:53 PM	Odour	Gore - REQ-20213705 - Odour	Received		Dairying - Cows	Air	High			
REQ-20213707	25/10/2020 03:01 PM	Odour	Gore - REQ-20213705 - Odour	Closed	Not confirmed	Dairying - Cows	Air	Medium	Resolved	This is linked to the	Dissatisfied
REQ-20213713	26/10/2020 10:02 AM	Smoke - Outdoor Burning	Invercargill - REQ-20213713 - Smoke -	Closed	Confirmed	Domestic	Air	High	Resolved	26/10/2020 CT - attended	Not Required
REQ-20213714	26/10/2020 02:46 PM	Smoke - Outdoor Burning	Invercargill - REQ-20213714 - Smoke -	Closed	Not confirmed	Domestic	Air	High	Unresolved	26/10/2020 CT - attended -	Satisfied
REQ-20213717	26/10/2020 05:28 PM	Smoke - Outdoor Burning	Invercargill - REQ-20213717 - Smoke -	Closed	Confirmed	Domestic	Air	High	Unresolved	26/10/2020 CT - Attended	Satisfied
REQ-20213723	26/10/2020 08:50 PM	Smoke - Outdoor Burning	Invercargill - REQ20213723 - Smoke -	Closed	Not confirmed	Domestic	Air	High	Resolved	FENZ reported a burning	Satisfied
REQ-20213719	26/10/2020 09:47 PM	Smoke - Outdoor Burning	Invercargill - REQ-20213719 - Smoke -	Closed	Not confirmed	Domestic	Air	High	Resolved	26/10/2020 CT - Drove out	Satisfied
REQ-20213702	27/10/2020 08:59 AM	Discharge - Septic system	No Location provided	Closed	Not confirmed	Septic tank discharge	Land	Medium	Unresolved	Caller never called back or sent in pictures of the	Not Required
REQ-20213727	27/10/2020 11:40 AM	Other - carcasses of fish	Invercargill - REQ-20213727 - Other Carcasses	Closed	Not confirmed	Wharves and jetties	Water	Low	Unresolved	there is no rule for this as yet but did tell requestor	Satisfied
REQ-20213737	27/10/2020 01:57 PM	Smoke - Outdoor Burning	Bluff-REQ-20213737-Smoke-Outdoor	Closed	Confirmed	Domestic	Air	High	Resolved	CT - visited site gave advise	Satisfied
REQ-20213742	17/09/2020 02:29 PM	Whitebait - MDS92	Mataura River- Stand MDS92	Received		Structures	Water	Low - 2 Months			
REQ-20213744	9/10/2020 02:42 PM	Whitebait - MDS13265	Titiroa Stream- Stand MDS13265	Received	Confirmed	Structures	Water	Low - 2 Months			
REQ-20213746	23/09/2020 03:00 PM	Whitebait - MDS1633	Mataura River- Stand MDS1633	Received	Confirmed	Structures	Water	Low - 2 Months			
REQ-20213748	24/09/2020 03:37 PM	Whitebait - MDS1775	Titiroa Stream- Stand MDS1775	Received	Confirmed	Structures	Water	Low - 2 Months			
REQ-20213750	23/09/2020 04:03 PM	Whitebait - MDS13048	Mataura River- Stand MDS13048	Received	Confirmed	Structures	Water	Low - 2 Months			

Incident Listing

Incident from 14/08/2020 **to** 06/11/2020

REQ-20213845	28/10/2020 10:04 AM	Dumped Vehicle	Invercargill - REQ-20213845 - Dumped Vehicle	Closed	Not confirmed	Vehicle/stock/pedestrian access	Water	Low	Referred	Emailed to the appropriate Agency	
REQ-20213770	17/09/2020 11:15 AM	Whitebait - DOC10	Mataura River- Stand DOC10	Received	Confirmed	Structures	Water	Low - 2 Months			
REQ-20213772	17/09/2020 11:29 AM	Whitebait - DUS104	Mataura River- Stand DUs104	Received	Confirmed	Structures	Water	Low - 2 Months			
REQ-20213780	28/10/2020 01:33 PM	Other - blockage	Thornbury - REQ-20213780 - Blockage River	Closed	Not confirmed	Bridges & Culverts	Water	Medium - 2 Days	Resolved	Rang Requestor 28/10/20 at 14:40. Requestor	
REQ-20213785	28/10/2020 02:43 PM	Dead stock	Dead stock in waterway , Invercargil -	Closed	Not confirmed	Livestock farms	Water	Medium	Resolved	RB 0958hrs 30/10/20 Email	Not Required
REQ-20213789	28/10/2020 12:00 AM	Discharge - Effluent to water	No Location provided	Received		Milk and dairy industries	Water	High - 24 Hours			
REQ-20213790	23/09/2020 04:06 PM	Whitebait - SRC13	Mataura River- Stand SRC13	Received	Confirmed	Structures	Water	Low - 2 Months			
REQ-20213802	21/10/2020 11:31 AM	Whitebait - DU186	Waikawa River- Stand DU186	Received	Confirmed	Structures	Water	Low - 2 Months			
REQ-20213804	21/10/2020 11:51 AM	Whitebait - MDS256	Waikawa River- Stand MDS256	Received	Confirmed	Structures	Water	Low - 2 Months			
REQ-20213811	8/09/2020 01:32 PM	Whitebait - DU94	Aparima River- Stand DU64	Received	Confirmed	Structures	Water	Low - 2 Months			
REQ-20213816	9/10/2020 02:15 PM	Whitebait - MDS15729	Aparima River- Stand MDS15729	Received	Confirmed	Structures	Water	Low - 2 Months			
REQ-20213817	8/09/2020 02:35 PM	Whitebait - MDS390	Aparima River- Stand MDS390	Received	Confirmed	Structures	Water	Low - 2 Months			
REQ-20213818	23/09/2020 02:41 PM	Whitebait - SO10	Mataura River- Stand SO10	Received	Confirmed	Structures	Water	Low - 2 Months			
REQ-20213821	23/09/2020 02:51 PM	Whitebait - MDS13047	Mataura River- Stand MDS13047	Received	Confirmed	Structures	Water	Low - 2 Months			
REQ-20213823	9/10/2020 02:59 PM	Whitebait - SRC8	Aparima River- Stand SRC8	Received	Confirmed	Structures	Water	Low - 2 Months			
REQ-20213824	9/10/2020 03:12 PM	Whitebait - SRC5	Aparima River- Stand SRC5	Received	Confirmed	Structures	Water	Low - 2 Months			
REQ-20213825	17/09/2020 03:19 PM	Whitebait - DU36	Mataura River- Stand DU36	Received	Confirmed	Structures	Water	Low - 2 Months			
REQ-20213827	23/10/2020 03:26 PM	Whitebait - DU35	Mataura River- Stand DU35	Received	Confirmed	Structures	Water	Low - 2 Months			
REQ-20213828	23/09/2020 03:35 PM	Whitebait - MDS1643	Mataura River- Stand MDS1643	Received	Confirmed	Structures	Water	Low - 2 Months			
REQ-20213849	29/10/2020 05:47 PM	Discharge - Storm water	Winton - REQ-20213849 - Discharge -	Open		Dairying - Cows	Water	High		29/2/2020 CT GM - Site	
REQ-20213843	23/09/2020 09:23 AM	Whitebait - MDS1643	Mataura River- Stand MDS1643	Received	Confirmed	Structures	Water	Low - 2 Months			
REQ-20213844	21/10/2020 09:29 AM	Whitebait - MDS1679	Waikawa River- Stand MDS1679	Received	Confirmed	Structures	Water	Low - 2 Months			
REQ-20213846	23/08/2020 09:42 AM	Whitebait - MDS1893	Mataura River- Stand MDS1893	Received	Confirmed	Structures	Water	Low - 2 Months			
REQ-20213850	23/09/2020 09:58 AM	Whitebait - MDS727	Mataura River- Stand MDS727	Received	Confirmed	Structures	Water	Low - 2 Months			
REQ-20213851	21/10/2020 10:24 AM	Whitebait - MDS487	Waikawa River- Stand MDS487	Received	Confirmed	Structures	Water	Low - 2 Months			
REQ-20213866	30/10/2020 01:25 PM	Smoke - Outdoor Burning	Invercargill REQ-20213866 Burning/Smoke	Closed	Not confirmed	Domestic	Air	High	Resolved	30/10/2020 CT with RW -	Not Required
REQ-20213869	30/10/2020 02:22 PM	Discharge - Sediment	Mossbur- REQ-20213869 - Other Possible sediment to water	Received		Farming non dairy	Water	Medium			
REQ-20213876	30/10/2020 04:04 PM	Discharge - Effluent to Water	Centre Bush - REQ-20213876 - Dischare -	Closed	No effect	Dairying - Cows	Water	High	Resolved	RB 30/10/20 1615hrs: Low	Not Required
REQ-20213913	30/10/2020 06:48 PM	Discharge - Storm Water	Invercargill - REQ-20213913 - Discharge	Closed	Confirmed	Industrial	Water	Medium	Resolved	RB 30/10/20 1906hrs: Self	Not Required
REQ-20213915	2/11/2020 09:50 AM	Other	Wairio Stream - REQ-20213915 - Blockage	Closed	Confirmed	Structures	Water	High - 1 Hour	Resolved	Outside rating district area	Satisfied
REQ-20213917	30/10/2020 01:45 PM	Gravel Abstraction	Invercargill - REQ-20213917 - Other Gravel Take	Received		Gravel extraction	Water	Medium			
REQ-20213969	3/11/2020 01:25 PM	Other - Green substance on beach	Riverton - REQ-20213969 - Other - Green	Closed	Not confirmed	Recreational	Water	Low	Resolved	Advised Requestor that	Satisfied
REQ-20213970	3/11/2020 01:57 PM	Dead stock	Riverton - REQ-20213970 - Deadstock	Closed		Farming non dairy	Water	Medium - 2 Days	Resolved		
REQ-20214063	31/10/2020 08:00 PM	Discharge to stormwater - Nitric	Edendale - REQ-20214063 - Discharge to	Open	Not confirmed	Industrial	Water	High		JtHB (03/11/2020) - Self-	Not Required
REQ-20213977	3/11/2020 04:18 PM	Odour	Invercargill - REQ-20213977-Odour	Closed	Minor	Industrial	Air	High	Resolved	RB 03 11 20 1617hrs:	Satisfied
REQ-20213994	4/11/2020 09:20 AM	Smoke - Outdoor Burning	Gore-REQ-20213994-Smoke Outdoor	Closed	Not confirmed	Domestic	Air	High	Resolved	RB 04/11/20 1046Hrs:	Not Required
REQ-20214007	4/11/2020 11:36 AM	Discharge - Effluent to Water	Invercargill - REQ-20214007 - Discharge to water	Closed		Recreational	Water	Medium - 2 Weeks	Resolved	04/11/20 0345hrs: RB Called requestor explained	Satisfied
REQ-20214014	4/11/2020 12:30 PM	Smoke - Outdoor Burning	Gore - REQ-20214014	Closed	No effect	Domestic	Air	Medium	Resolved	RB 04/11/20 1046Hrs:	Not Required
REQ-20214029	4/11/2020 04:13 PM	Discharge - Effluent to Water	Otatara-REQ-20214029 Discharge to	Received		Industrial	Water	High			

Incident Listing

Incident from 14/08/2020 **to** 06/11/2020

REQ-20214051	5/11/2020 01:20 PM	Livestock in Waterway	Invercargill-REQ-20214051-Stock in Waterway	Closed	Confirmed	Farming non dairy	Water	High	Resolved	05/11/2020 CT - Talked to AO - Fence damaged by	Not Required
REQ-20214060	5/11/2020 02:10 PM	Failed inspection	No Location provided	Open	Confirmed	Dairying - Cows	Land	Medium		05/11 20 A routine dairy	Not Required
REQ-20214118	6/11/2020 09:07 PM	Smoke -Outdoor Burning	Invercargill - REQ-20214118 - Smoke	Closed	Not confirmed	Domestic	Air	High - 1 Hour	Resolved	DV 06/11/2020 Could not	Satisfied
REQ-20214112	6/11/2020 04:30 PM	Smoke - Outdoor Burning	Invercargill - REQ-20214112-Smoke-	Closed	Confirmed	Domestic	Air	High - 1 Hour	Resolved	Education and Advice	Not Required

Count: 226

Number of Incidents by Resource Type

Resource Type	Total Number of Incidents
Air	76
Coastal	2
Land	37
Water	111
Total	**226**

Number of Incidents by Industry/ Purpose

Industry Purpose	Total Number of Incidents
Boat Ramp	1
Bore Construction	1
Bridges & Culverts	2
Crop Irrigation	1
Dairying - Cows	43
Dairying - Sheep	1
Domestic	59
Drainage	2
Dredging	1
Farming non dairy	15
Fertiliser Work	1
Fish Processing	1
Gravel extraction	2
Holding Tank	1
Industrial	17
Livestock farms	2
Meat works	2
Milk and dairy industries	2
Mining works	1
Other farms	2
Pasture Irrigation	3

Incident Listing

Incident from 14/08/2020 **to** 06/11/2020

Recreational	10
River control	1
Septic tank discharge	1
Sewage discharge	4
Stormwater	5
Stormwater outlets pipes/cables	2
Structures	30
TLA	1
Transport	5
Vehicle/stock/pedestrian access	1
Weed/plant control	1
Wharves and jetties	2
Winter grazing	3
Total	**226**

Enforcement Actions Served List

Served From Date : 14/08/2020 **to** 6/11/2020

								Alleged Offences			
IRIS ID	**Action**	**Served Date**	**Initiated Date**	**Status**	**Status Date**	**Officer Responsible**	**Recipients**	**Date**	**Section**	**Act**	**Details**
EAC-20201302	Abatement Notice	26/08/2020	21/08/2020	Initiated	21/08/2020	Glen McMurdo	Gwynn Holdings Limited	31/07/2020	322(1)(a)(i)	Resource Management Act	Discharge of a contaminant namely sewage in circumstances where the contaminant may enter
EAC-20201303	Abatement Notice	25/08/2020	21/08/2020	Cancelled	2/11/2020	Mike Trent	Nithdale Station Limited	22/07/2020	322(1)(b)(ii)	Resource Management Act	Overflow of effluent solids pond
EAC-20201305	Formal Warning - Compliance	2/09/2020	31/08/2020	Issued	31/08/2020	Mike Trent	Mokoreta Dairies Limited	9/07/2020		Resource Management Act	Winter Grazing sediment discharge
EAC-20201306	Formal Warning - Compliance	3/09/2020	31/08/2020	Issued	31/08/2020	Mike Trent	Hughes-Crowley Company Limited	11/06/2020		Resource Management Act	Breach of Abatement Notice EAC-20201189
EAC-20201307	Formal Warning - Compliance	24/09/2020	31/08/2020	Issued	31/08/2020	Mike Trent	Hughes-Crowley Company Limited	11/06/2020		Resource Management Act	Breach of Rule 35 (iii) pSWLP
EAC-20201308	Formal Warning - Compliance	2/09/2020	2/09/2020	Issued	2/09/2020	Dewald Villoen	Helen Mathieson	9/07/2020		Resource Management Act	Contravening a regional rule
EAC-20201309	Abatement Notice	2/09/2020	2/09/2020	Initiated	2/09/2020	Dewald Villoen	Helen Mathieson	9/07/2020	322(1)(a)(i)	Resource Management Act	Contravening a regional rule
EAC-20201310	Formal Warning - Compliance	9/09/2020	4/09/2020	Issued	4/09/2020	Mike Trent	Mr Trevor Neil Alexander	30/07/2020		Resource Management Act	Discharge of contaminant (Oil/fuel) to land
EAC-20201311	Formal Warning - Compliance	7/09/2020	7/09/2020	Issued	7/09/2020	Dewald Villoen	Mr Matthew Conner	27/07/2020		Resource Management Act	Breach of Rule 5.1 of the Regional Air Plan
EAC-20201312	Infringement Notice - Compliance	7/09/2020	7/09/2020	Closed	29/10/2020	Dewald Villoen	Mr John Conner	27/07/2020	338(1)(a)	Resource Management Act	Breach of Rule 5.1 of the Regional Air Plan
EAC-20201313	Formal Warning - Compliance	7/09/2020	7/09/2020	Issued	7/09/2020	Dewald Villoen	Mr Scott George Whyte	31/07/2020		Resource Management Act	Discharge of contaminant into air or onto or into land.
EAC-20201314	Formal Warning - Compliance	7/09/2020	7/09/2020	Issued	7/09/2020	Dewald Villoen	Mr Alistair George Whyte	31/07/2020		Resource Management Act	Discharge of contaminant into air or onto or into land.
EAC-20201317	Formal Warning - Compliance	8/09/2020	8/09/2020	Issued	8/09/2020	Dewald Villoen	Mrs Glenda Jean Whyte	31/07/2020		Resource Management Act	Discharge of contaminant into air or onto or into land.
EAC-20201318	Formal Warning - Compliance	11/09/2020	8/09/2020	Issued	8/09/2020	Mike Trent	Glenstuart Farm Limited	22/06/2020		Resource Management Act	Condition 2(b) breach:- This consent excludes effluent from winter milking, or any feedlot or
EAC-20201319	Infringement Notice - Compliance	11/09/2020	11/09/2020	Active	11/09/2020	Dewald Villoen	Mr Anthony Ronald Thompson	30/07/2020	338(1)(c)	Resource Management Act	Discharge of contaminant into air or onto or into land.

Enforcement Actions Served List

Served From Date : 14/08/2020 **to** 6/11/2020

EAC-20201320	Infringement Notice - Compliance	11/09/2020	11/09/2020	Closed	29/10/2020	Dewald Villoen	NZSF Rural Holdings Ltd; NZSF Southland Farms Limited	24/06/2020	338(1)(a)	Resource Management Act	Discharged a contaminant namely silage leachate to land in circumstances where the contaminant may enter water.
EAC-20201321	Infringement Notice - Compliance	11/09/2020	11/09/2020	Closed	12/10/2020	Dewald Villoen	Mr Danny Mitchell	24/06/2020	338(1)(a)	Resource Management Act	Discharged a contaminant namely silage leachate to land in circumstances where the contaminant
EAC-20201322	Infringement Notice - Compliance	11/09/2020	11/09/2020	Closed	29/10/2020	Dewald Villoen	NZSF Rural Holdings Ltd; NZSF Southland Farms Limited	24/06/2020	338(1)(a)	Resource Management Act	Discharged to land of dairy effluent in circumstances which may result in that contaminant entering water.
EAC-20201323	Infringement Notice - Compliance	11/09/2020	11/09/2020	Closed	12/10/2020	Dewald Villoen	Mr Danny Mitchell	24/06/2020	338(1)(a)	Resource Management Act	Discharged to land of dairy effluent in circumstances which may result in that
EAC-20201324	Formal Warning - Compliance	22/09/2020	14/09/2020	Issued	14/09/2020	Glen McMurdo	Gwynn Holdings Limited	31/07/2020		Resource Management Act	Discharge of a contaminant namely sewage in circumstances where the contaminant may enter
EAC-20201326	Abatement Notice	22/09/2020	18/09/2020	Initiated	18/09/2020	Mike Trent	J & H Schuurmans - as Trustees for Kakariki Valley Trust	15/07/2020	322(1)(b)(ii)	Resource Management Act	Conditions 5, 7, 11 Found to be non-compliant in relation to Winter barn sludge and sludge bed.
EAC-20201327	Abatement Notice	22/09/2020	22/09/2020	Initiated	22/09/2020	Dewald Villoen	Ms Rhonda Karen Raymond-Williams	17/09/2020	338(1)(a)	Resource Management Act	Farm Landfill created to close to boundary.
EAC-20201328	Formal Warning - Compliance	25/09/2020	24/09/2020	Issued	24/09/2020	Ruth Williamson	Southland District Council	30/06/2020		Resource Management Act	The stormwater consent was breached therefore the discharge of stormwater was a contravention
EAC-20201332	Formal Warning - Compliance	25/09/2020	25/09/2020	Issued	25/09/2020	Dewald Villoen	Central Southland Excavating Limited	1/08/2020		Resource Management Act	Discharge of sediment to land in circumstances where it can end up in water.
EAC-20201333	Formal Warning - Compliance	28/09/2020	28/09/2020	Issued	28/09/2020	Dewald Villoen	Mr Dale Turnock	8/09/2020		Resource Management Act	Discharge of contaminant into air or onto or into land.
EAC-20201335	Formal Warning - Compliance	6/10/2020	29/09/2020	Issued	29/09/2020	Mike Trent	Mr Jeremy Forde	23/08/2020		Resource Management Act	Discharge of Effluent to water
EAC-20201336	Formal Warning - Compliance	6/10/2020	29/09/2020	Issued	29/09/2020	Mike Trent	Maitland Dairy Limited; South Pro Maitland Limited	23/08/2020		Resource Management Act	Discharge of Effluent to water
EAC-20201338	Formal Warning - Compliance	2/10/2020	29/09/2020	Issued	29/09/2020	Glen McMurdo	Orauea Pastoral Ltd Partnership	20/08/2020		Resource Management Act	discharged a contaminant namely silage leachate onto land in a manner that contravened
EAC-20201339	Formal Warning - Compliance	6/10/2020	29/09/2020	Issued	29/09/2020	Mike Trent	Mr Jason Bruce Harpur	5/08/2020		Resource Management Act	Outdoor burning inside Air shed
EAC-20201340	Infringement Notice - Compliance	30/09/2020	30/09/2020	Active	30/09/2020	Dewald Villoen	Mr Regan Morrison	22/07/2020	338(1)(a)	Resource Management Act	Discharge to land in circumstances where contaminant entered the water and breach of a

Enforcement Actions Served List

Served From Date : 14/08/2020 **to** 6/11/2020

EAC-20201341	Infringement Notice - Compliance	30/09/2020	30/09/2020	Active	30/09/2020	Dewald Villoen	Mr Regan Morrison	22/07/2020	338(1)(a)	Resource Management Act	Discharged to land in circumstances which may result in that contaminant entering water.
EAC-20201342	Abatement Notice	5/10/2020	5/10/2020	Initiated	5/10/2020	Dewald Villoen	Arrow River Limited	2/10/2020	322(1)(a)(i)	Resource Management Act	Failed Inspection due to dairy effluent ponding in paddock in circumstances where the discharge
EAC-20201344	Abatement Notice	9/10/2020	6/10/2020	Initiated	6/10/2020	Mike Trent	Downer EDI Works Ltd; Downer New Zealand Limited; Works Infra Structure Ltd; Works Infrastructure Ltd	15/09/2020	322(1)(a)(i)	Resource Management Act	Expired Gravel Extraction consent
EAC-20201346	Formal Warning - Compliance	8/10/2020	8/10/2020	Issued	8/10/2020	Dewald Villoen	Gore District Council	29/06/2020		Resource Management Act	Discharge to land in circumstances which may result in that contaminant entering water
EAC-20201347	Abatement Notice	8/10/2020	8/10/2020	Initiated	8/10/2020	Dewald Villoen	Gore District Council	29/06/2020	322(1)(b)(i)	Resource Management Act	Discharge to land in circumstances which may result in that contaminant entering water
EAC-20201348	Formal Warning - Compliance	16/10/2020	8/10/2020	Issued	8/10/2020	Glen McMurdo	Mr Klaas Waslander	14/07/2020		Resource Management Act	Discharged a contaminant to land in circumstances where that contaminant may get
EAC-20201349	Abatement Notice	12/10/2020	12/10/2020	Initiated	12/10/2020	Dewald Villoen	Bryce Allen & Kim Marie Fieten - as Trustees of the Fieten Farms Trust	15/09/2020	322(1)(b)(i)	Resource Management Act	Failed inspection due to dairy effluent ponding and non-compliance with consent.
EAC-20201350	Infringement Notice - Compliance	12/10/2020	12/10/2020	Active	13/10/2020	Dewald Villoen	Bryce Allen & Kim Marie Fieten - as Trustees of the Fieten Farms Trust	15/09/2020	338(1)(a)	Resource Management Act	Failed inspection due to dairy effluent ponding and non-compliance with consent.
EAC-20201353	Letter of Direction	21/10/2020	20/10/2020	Issued	20/10/2020	Glen McMurdo	MT Dairies Limited	9/12/2019		Resource Management Act	Used land (for water abstraction) that is not expressly allowed by resource consent (virtue of
EAC-20201354	Infringement Notice - Compliance	20/10/2020	20/10/2020	Active	20/10/2020	Dewald Villoen	Ms Rhonda Karen Raymond-Williams	17/09/2020	338(1)(a)	Resource Management Act	Farm Landfill created to close to boundary.
EAC-20201356	Formal Warning - Compliance	20/10/2020	20/10/2020	Issued	20/10/2020	Dewald Villoen	Vivian Harrison	17/09/2020		Resource Management Act	Farm Landfill created to close to boundary.
EAC-20201357	Abatement Notice	22/10/2020	22/10/2020	Cancelled	30/10/2020	Dewald Villoen	Mr John Souter	19/08/2020	338(1)(a)	Resource Management Act	Placing of structures in breach of Rule 57 of the Proposed Southland Water and land Plan.
EAC-20201358	Abatement Notice	22/10/2020	22/10/2020	Initiated	22/10/2020	Dewald Villoen	NZSF Rural Holdings Ltd; NZSF Southland Farms Limited	22/10/2020	322(1)(b)(i)	Resource Management Act	Pump at the dairy shed sump failed resulting in overflow and discharge of dairy effluent to land and water.

Generated By : **Date** :

Enforcement Actions Served List

Served From Date : 14/08/2020 **to** 6/11/2020

EAC-20201359	Infringement Notice - Compliance	23/10/2020	23/10/2020	Active	23/10/2020	Dewald Villoen	Mr Reza Abdul-Jabbar	15/09/2020	338(1)(a)	Resource Management Act	Dairy effluent sludge from cow lane mobilized during rain and ended in a waterway.
EAC-20201360	Infringement Notice - Compliance	23/10/2020	23/10/2020	Active	23/10/2020	Dewald Villoen	Mr Levi Davey	15/09/2020	338(1)(a)	Resource Management Act	Dairy effluent sludge from cow lane mobilized during rain and ended in a waterway.
EAC-20201361	Letter of Direction	30/10/2020	27/10/2020	Issued	27/10/2020	Glen McMurdo	Mr Peter Donald Chartres	1/05/2020		Resource Management Act	Used land in a matter that contravenes a regional rule (74)
EAC-20201362	Formal Warning - Compliance	29/10/2020	29/10/2020	Issued	29/10/2020	Dewald Villoen	Jason Brock	22/09/2020		Resource Management Act	Failed inspection due to effluent ponding in paddock
EAC-20201363	Letter of Direction	29/10/2020	29/10/2020	Issued	29/10/2020	Dewald Villoen	Valley Field Dairy Limited	6/01/2020		Resource Management Act	Outstanding information as required by the consent.
EAC-20201364	Formal Warning - Compliance	30/10/2020	30/10/2020	Issued	30/10/2020	Dewald Villoen	Mr John Souter	19/08/2020		Resource Management Act	Placing of structures in breach of Rule 57 of the Proposed Southland Water and land Plan.
EAC-20201365	Abatement Notice	5/11/2020	5/11/2020	Initiated	5/11/2020	Dewald Villoen	Norana Bulbs Limited	24/09/2020	322(1)(a)(i)	Resource Management Act	Outstanding water take information as required by consent condition 7

Item 3 Consents Division Activity and Performance – 14 August 2020 to 10 November 2020

MORF ID: A608626	**Strategic Direction:** Resource Management
Report by: Aurora Grant, Consents Manager	**Approved by:** Simon Mapp, Compliance Manager
Executive Approval: Rob Phillips, Chief Executive	

Purpose

For Council to note the activity and performance, and forecasted activity, of the Consents Division.

Summary

The purpose of this report is to inform Council of the activities and challenges within the Consent Division. The report has two parts:

1. reporting of the activity and performance of the Consents Division during the past reporting period; and
2. forecasting the activity and initiatives for the upcoming reporting period.

Past reporting period

Over the last reporting period, the Consents Division's activities have included:

General

- 107 applications lodged.
- 87 decisions made (including incomplete returns).
- Timeframe compliance over the period 100%.
- 100% of applications lodged during the reporting period are being processed in-house *(Note: Several larger applications in play are being supported by external consultants.).*

Team matters

- Lacey Bragg has been appointed to the position of Team Leader Consents.
- Jade McRae has been appointed to the position of Senior Consents Officer. The team is carrying three vacant positions, one Team Leader role and two Consents Officers. Recruitment is underway to fill these roles.

Publicly notified applications since last report

- Gore District Council – land use consent
- Fiordland Cruises Limited – coastal permit.

Forecasted activity

- Ongoing Essential Freshwater package implications for the Consents Division.
- Resourcing implications.
- Final court decision on Part A implementation.
- COVID-19 fast track risks.

Recommendation

It is recommended that Council resolve to note the activity and performance of the Consents Division during the 14 August 2020 to 10 November 2020 period.

Report

Part 1: Past and current activity and performance of Consents team

Applications Lodged and in Progress

Processing of consents has kept pace with the number of applications lodged. The volume of applications lodged is trending up 21% on last reporting quarter.

Table 1 below summarises the current consent processing activity. Please note applications can require the auditing of up to 10 different activities per an application.

Table 1: Summary of current and recent consent processing activity

Applications lodged 14 August 2020 to 10 November 2020	107
Applications in progress	91
Applications that were previously publicly notified	7
Applications limited notified	2
Applications limited or publicly notified under S.91A suspension	0
Applications on hold for > 15 working days	41
Applications awaiting written approvals	18

Table 2: Summary of consent decisions made on applications 25 May 2020 to 14 August 2020

Non notified decisions made	77
Limited notified decisions made	2
Publicly notified decisions made	0
Total applications withdrawn within date range	2
Total applications declined within date range	0
Incomplete applications returned	8

In addition to applications received and processed, the Consents Division received 437 individual enquiries for the reporting period.

The average cost of non-notified applications during the period 1 July 2019–30 June 2020 was $3,253.68.

Notified applications

Applications in progress that had been publicly notified and have been previously reported are shown below in Table 3:

Table 3: Summary of publicly notified applications in progress

Applicant	Activity	Status
Castlerock Farming Company Limited	Groundwater take for irrigation, stock water and dairy operations.	Hearing being scheduled
Alliance Group Limited	Water take and discharges from Mataura meat processing plant.	Hearing scheduled for 1-3 December 2020
Suelen Properties Limited	Coastal application for aquaculture at Stewart Island.	Hearings being scheduled
Suelen Properties Limited	Coastal application for aquaculture at Stewart Island.	Hearings being scheduled
Real Journeys Limited	Coastal application for commercial surface water activities.	Hearing being scheduled
Gore District Council	Land use consent sought to construct a pedestrian cycle bridge across the Mataura River.	Joint hearing being scheduled. GDC leading process.
Fiordland Cruises Limited	Coastal application for commercial surface water activities.	Pre-hearing being scheduled.

Decisions made over reporting period

Seventy-nine applications were granted during the reporting period. Two applications were withdrawn by applicants. Eight applications were returned to applicants, as they were incomplete and could not be processed.

Applications of note

- Fulton Hogan Limited has applied for resource consents for emissions to air and to discharge cleanfill associated with a quarry operation at Fairlight. The application was limited notified on 10 November 2020.
- Zane Smith and Jim Maas Barrett aquaculture decision has been appealed by a submitter. Environment Court mediation has occurred, with the appellant and applicant reaching a private agreement.
- Wilkins Farming Limited's appeal has been heard by the Environment Court and an interim decision has been made by the Court. The Court agreed to the parties' consent conditions addressing water quality issues, and reserved judgement regarding the water quantity concerns, with parties to report back on progress to the Court by 2022.
- Ngāi Tahu Seafoods Limited application for offshore finfish farming is currently on hold for further information.
- Sanford Limited application for offshore finfish farming is on hold for further information.

Applicant experience research and survey results

A customer satisfaction survey for resource consent applicants has been operational for several months. The survey is sent to all applicants with the consent application decision, however, there has been a very small uptake in responses to the survey to date. The survey link, timing and method of communication is being reviewed to encourage a higher update of participants.

To expedite the gathering of data, applicant experience research has been developed by an independent provider who will run focus group sessions with applicants and consultants to gain a picture of the customer experience in a short timeframe.

Findings were reported recently in a Council workshop. Future helpful data from ongoing surveys will be reported as required.

Timeliness of decisions

No decisions were late over the reporting period, making the division's work 100% on time.

Part 2: Future forecasted activity for Consents Division

Ongoing Essential Freshwater package implications for the Consents Division

The Essential Freshwater package is having immediate effects on the Consents Division, with the policy bar for considering resource applications having been raised significantly with the new legislation. Case law directs that applications relating to land or water use (and some coastal applications) must be assessed against the new NPS-FM, as well as all relevant plans. This means applications need to be assessed against up to eight different plans. As well as increasing the timeframe pressure to consider applications against new and complex framework, more activities are and will be applied for. An increase in consent enquiries specific to the new legislation have also significantly increased.

Informal caucusing with applicants and consultants is occurring on matters relating to the new framework where required, however this is adding to time spent on applications, pre-applications and enquiries. In some instances, applications that were able to be granted in the past are now prohibited or of a much higher activity class, requiring additional auditing.

The Consents Division is working with the Policy & Planning, Land and Water Services and Environmental Compliance Divisions to assess what implications it has for consented activities, as well as working nationally with other councils to ensure consistent approaches are taken in the consenting space. Communication and engagement with applicants is ongoing through pre-applications and the Consents – Consultants Working Group.

Topic A finalisation implementation

The finalisation of Topic A, Plan appeals is also having immediate effects on the division, with all templates requiring updated and new interpretation and implementation requiring communication and roll-out both externally and internally. As wording in some policies has been strengthened, it is expected that this will have implications on some activities in high risk areas, adding complexity to the process.

Increase in consent applications and enquires

Consent applications lodged in this reporting period has increased by 20%. It is expected this number will continue to increase significantly over the next six months as consents granted during the dairy boom in 2009–2011 begin to expire, and new consents under the NES are required. If the pSWLP becomes operative in 2021, this will expedite the numbers of applications made.

Resourcing and cost implications

Increasing demands placed on the team through new legislation and increase in enquiries and applications lodged, as detailed above, will mean that staff resources continue to become stretched. More time is spent explaining complex regulatory requirements with applicants at the pre-application stage and throughout processing, which is helpful, but time consuming, and in some instances non-cost recoverable.

Time spent per application will increase in light of the new framework, which will mean increased costs for applicants. It is expected that a corresponding increase in cost enquiries and cost objections will occur due to this.

COVID-19 fast track risks

The COVID-19 recovery fast track consent process poses both a financial and resourcing risk to the division should an applicant chose the alternate pathway. Applications likely to be accepted for processing on this pathway are likely to be large scale and regionally significant. The Consents Division may be required to input into both the key issues of an application and resulting consent conditions, both of which would take key staff away from their business as usual roles, and affect the division's cost recovery targets, as input from Council on these applications are non-cost recoverable to a large extent.

Fit with strategic framework

Outcome	Contributes	Detracts	Not applicable
Managed access to quality natural resources	X		
Diverse opportunities to make a living			X
Communities empowered and resilient			X
Communities expressing their diversity			X

Views of affected parties

There are no matters in this report which require consideration under this heading.

Compliance with Significance and Engagement Policy

There are no issues within this report which trigger matters in this policy.

Considerations

Financial implications
There are no financial implications associated with this report.

Legal implications
This report and the associated recommendations comply with the appropriate statutory requirements placed upon the Council.

Attachments

1. Consent status report - 14 August 2020–10 November 2020

CONSENT STATUS REPORT

Date From: 14/08/2020 **to** 10/11/2020

Current Applications:	
Applications lodged	4
Applications in progress	93
Applications publicly notified	8
Applications limited notified	3
Applications limited or publicly notified under S.91A suspension	0
Applications on hold for > 15 working days	40
Applications awaiting written approvals	0

Processing From 14/08/2020 to 10/11/2020	
Applications lodged	108
Applications in progress - total	58
Applications publicly notified	4
Applications limited notified	3

Decisions Made From 14/08/2020 to 10/11/2020	
Non notified	77
Limited notified	2
Publicly notified	0
Applications withdrawn	2
Applications returned (s.88)	9
Applications declined	0
Applications returned (S.91C)	9
Total applications with decision made within date range	93

Timeliness of Within Date Range 14/08/2020 to 10/11/2020	
Overall timeframe compliance (% on time)	100
Late decisions (%)	0
Average Time spent On Hold (Suspension)	34.92
Non notified applications where elapsed days > 60 working days	0