

Licensing, Exemptions and Objections Committee

Notice of Meeting

A meeting of the Licensing, Exemptions and Objections Committee will be held in the Council Chamber, Forum North, Whangarei on:

**Wednesday
12 October 2011
1.00pm**

Committee of:
Council

Committee
Cr M R Williams (Chairperson)
His Worship the Mayor (Deputy Chair)
Cr S J Deeming
Cr S L Morgan
Cr J D T Williamson

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**Recommendations contained in this agenda are NOT final decisions.
Please refer to the minutes for resolutions.**

1. Minutes: Licensing, Exemption and Objections Committee, Wednesday 14 September and Tuesday 20 September 2011

Minutes of a meeting of the Licensing, Exemption and Objections Committee held in the Council Chamber, Forum North, on Wednesday 14 September 2011 at 1.30pm and Tuesday 20 September at 9.00am

Present:

Cr M R Williams (Chairperson)

Crs S L Morgan and J D T Williamson

Apology:

Cr S J Deeming

Moved: Cr Williams

Seconded: Cr Morgan

“That the apology be sustained.”

CARRIED

In attendance:

Senior Meeting Co-ordinator (C Brindle)

1. Confirmation of Minutes of a Meeting of the Licensing, Exemptions and Objections Committee held on 10 August 2011

Moved Cr Williams

Seconded Cr Williamson

“That the minutes of the meeting of the Licensing, Exemptions and Objections Committee held on 10 August 2011, having been circulated, be taken as read and now confirmed and adopted as a true and correct record of proceedings of that meeting.”

CARRIED

2. Report – Decision of the Licensing, Exemptions and Objections Committee

Moved Cr Williamson

Seconded Cr Morgan

“That the report be received.”

CARRIED

Procedural motion

Moved: Cr Williams

Seconded: Cr Morgan

“That the meeting be adjourned to be reconvened in the Council Chamber at 9.00am on Tuesday 20 September 2011.”

CARRIED

The meeting was adjourned at 1.38pm on Wednesday 14 September 2011 to be reconvened at 9.00am on Tuesday 20 September in the Council Chamber, Forum North, Whangarei

The meeting reconvened at 9.0am on Tuesday 20 September in the Council Chamber, Forum North, Whangarei

Present:

Cr M R Williams (Chairperson)

Crs S J Deeming, S L Morgan and J D T Williamson

Apology:

His Worship the Mayor M C A Cutforth

Moved: Cr Williams

Seconded: Cr Deeming

“That the apology be sustained.”

CARRIED

Also present:

K Robinson (K J B & VK B Limited)

In attendance:

Principal Planner Resource Consents (P Lees), Team Leader Compliance (G Barnsley) and Senior Meeting Co-ordinator (C Brindle)

Item 7 was taken first on the agenda.

**3. Special Exemption from Compliance with Fencing of Swimming Pools Act 1987
– Mr Neville Draffin**

Moved Cr Williamson

Seconded Cr Morgan

“That having considered the particular characteristics of the property, the swimming pool situated thereon and the occupant of the property, Council is satisfied that there would be no significant increase in danger posed to young children by the swimming pool located at 63 Draffin Road, Poroti, Whangarei, or by the granting of a special exemption with appropriate conditions, and therefore **GRANTS** a special exemption from the compliance requirements of the Fencing of Swimming Pools Act 1987. This special exemption is granted pursuant to s.6 of the Act and is granted to Mr Neville Draffin, the owner and occupant of the property under the following conditions:

1. That the exemption is personal to the applicant and will automatically expire upon the property being sold, or ceasing to be personally owned and occupied by the applicant.
2. That the applicant must inform any prospective purchaser of the property that the exemption is personal to him and will expire immediately upon completion of the sale.
3. That the applicant must inform any visitors to the property with young children under 6 years, that the windows which give access to the immediate pool area are not fully compliant with the Act and as such children must be supervised at all times whilst on the property.”

CARRIED

**4. Special Exemption from Compliance with Fencing of Swimming Pools Act 1987
– Mr Stewart McKenzie-Pollock**

Moved Cr Deeming

Seconded Cr Williamson

“That having considered the particular characteristics of the property, the swimming pool situated thereon and the occupant of the property, Council is satisfied that there would be no significant increase in danger posed to young children by the swimming pool located at 220 Hailes Rd, Whananaki, Whangarei, or by the granting of a special exemption with appropriate

conditions, and therefore **GRANTS** a special exemption from the compliance requirements of the Fencing of Swimming Pools Act 1987. This special exemption is granted pursuant to s.6 of the Act and is granted to Mr Stewart McKenzie-Pollock, the owner and occupant of the property under the following conditions:

- 1 That the exemption is personal to the applicant and will automatically expire upon the property being sold, or ceasing to be personally owned and occupied by the applicant.
- 2 That the applicant must inform any prospective purchaser of the property that the exemption is personal to him and will expire immediately upon completion of the sale.
- 3 That the applicant must inform any visitors to the property with young children under 6 years, that the immediate pool area is not fully compliant with the Act and as such children must be supervised at all times whilst on the property.”

CARRIED

**5. Special Exemption from Compliance with Fencing of Swimming Pools Act 1987
– Mr Anthony and Mrs Caroline Slater**

Moved Cr Williamson
Seconded Cr Morgan

“That having considered the particular characteristics of the property, the swimming pool and the spa pool situated thereon and the occupants of the property, Council is satisfied that there would be no significant increase in danger posed to young children by the swimming pool and the spa pool located at 116 Wood Road, Whangarei, or by the granting of a special exemption with appropriate conditions, and therefore **grants** such special exemption from the compliance requirements of the Fencing of Swimming Pools Act 1987. This special exemption is granted pursuant to s.6 of the Act and is granted to Mr Anthony Slater and Mrs Caroline Slater, the owners and occupants of the property under the following conditions:

- 1 That the exemption is personal to the applicants and will automatically expire upon the property being sold, or ceasing to be personally owned and occupied by the applicants.
- 2 That the applicants must inform any prospective purchaser of the property that the exemption is personal to them and will expire immediately upon completion of the sale.
- 3 That the applicants must inform any visitors to the property with young children under 6 years, that the immediate pool area is not fully compliant with the Act and as such children must be supervised at all times whilst on the property.”

CARRIED

**6. Special Exemption from Compliance with Fencing of Swimming Pools Act 1987
– Mr Graham and Mrs Marion Mackenzie**

Moved Cr Deeming
Seconded Cr Williams

“That having considered the particular characteristics of the property, the spa pool situated thereon and the occupants of the property, Council is satisfied that there would be no significant increase in danger posed to young children by the spa pool located at 243 Waiotoi Road, Ngunguru, Whangarei, or by the granting of a special exemption with appropriate conditions, and therefore **GRANTS** a special exemption from the compliance requirements of the Fencing of Swimming Pools Act 1987. This special exemption is granted pursuant to s.6 of the Act and is granted to Mr Graham Mackenzie and Mrs Marion Mackenzie, the owners and occupants of the property under the following conditions:

- 1 That the exemption is personal to the applicants and will automatically expire upon the property being sold, or ceasing to be personally owned and occupied by the applicant.
- 2 That the applicants must inform any prospective purchaser of the property that the exemption is personal to them and will expire immediately upon completion of the sale.

- 3 That the applicants must inform any visitors to the property with young children under 6 years, that the immediate spa pool area is not fully compliant with the Act and as such children must be supervised at all times whilst on the property.”

CARRIED

Item 7 was taken first on the agenda.

7. Objection to Costs under section 357B of the Resource Management Act 1991 – KJB & VKB Limited

Moved Cr Williams
Seconded Cr Deeming

“That following the hearing of the matters before the committee, the public be excluded from the meeting pursuant to Section 48 (1) (d) of the Local Government Official Information and Meetings Act to enable the committee to deliberate on the decisions made.”

CARRIED

Item 3 was taken after Item 7.

The meeting closed at 10.25am

Confirmed this 12th day of October 2011

M R Williams (Chairperson)

2. Review of Whangarei Alcohol Accord

Reporting officer Grant Couchman (Regulatory Services Manager)

Date 21 September 2011

Vision, mission and values

This item is in accord with Council's vision, mission and values statement. Council has a statutory role in liquor licensing under the Sale of Liquor Act 1989 as a District Licensing Agency and has been instrumental in establishing The Whangarei Alcohol Accord. Council's contribution to the Accord has been reviewed to ensure the best use of Council resources in contributing to the minimisation of harm from alcohol abuse in the community. This will contribute to a community which is safe and healthy.

Local Government Act 2002 – The four well-beings

Cultural: No direct link.

Economic: *The sale of alcohol in the community, where not properly managed can have a negative impact on the district economy. The Whangarei Alcohol Accord assists licensees who sell alcohol to ensure that the impact of alcohol abuse is minimised along with the economic cost to the community while creating an environment in which to undertake business which contributes to economic growth.*

Environmental: No direct link.

Social : *The sale of alcohol in the community, where not properly managed can compromise health and well being. The Whangarei Alcohol Accord is a forum which allows Council to educate and inform licensees of the social impact relating to the impact alcohol abuse which is balanced against the controlled environment provided by licensed premises in which alcohol can be consumed in a responsible manner.*

The Accord

The Whangarei Alcohol Accord is one of the longest running Accords in the country, having been established in April 2002. An Alcohol Accord is a partnership between licensees, enforcement agencies and other parties which allows the opportunity for these parties to collaborate to create safer communities through initiatives which promote responsible consumption of alcohol. Alcohol Accords are widely recognised as a useful mechanism to promote the aim of the Sale of Liquor Act which is ultimately in reducing harm from alcohol abuse in the community. Some Accords have been established to deal with a specific licensing issue, such as that set up to manage the implementation of one way door system in Christchurch City (The Christchurch CBD Alcohol Accord) and others operate to deal with day to day issue which licensees and enforcement agencies might have.

The Whangarei Accord was set up in response to rising concern about alcohol abuse issues in the Whangarei CBD at a time when licensees were also challenged with meeting new requirements introduced by the Sale of Liquor Act 1989. There are at least 25 other alcohol accords operating across the country. In Northland there are Accords for Whangarei District, Far North District (individual Accords for Kaikohe, Kaitaia, Kerikeri and Paihia) and Kaipara District.

The Whangarei Alcohol Accord is intended to provide an open forum by which licensees, enforcement agencies and other parties can discuss matters which arise from time to time affecting premises licensed under the Sale of Liquor Act 1989 (SoLA). The Accord promotes sound management of the sale of liquor to not only ensure compliance with licensee obligations under the Act but also to discuss any associated issues as well. Because of this a wide range of topics have been discussed by Accord members over the years some directly relating to SoLA requirements and others to events of relevance such as the Vine Street St Patricks Day celebrations and Rugby World Cup. Licensed premises managers training, door staff training, Whangarei CBD transport initiatives (Nite Flite), the annual host responsibility awards and programmes for sports clubs are examples of high profile work undertaken to assist and promote licensed premises.

For the Accord to maintain a relatively high level of activity a dedicated co coordinator was needed and Linda Nash has been undertaking that role since 2003 as a contractor to Council. Linda has been instrumental in encouraging and implementing many high profile initiatives undertaken by the Accord while coordinating and managing the business of the Accord. The Accord maintains an independent bank account to hold funds awarded by parties such as Road Safe Northland for initiatives. Signatories for the account are currently the Accord Co Coordinator, a member from the Police and another from the Northland District Health Board (NDHB).

The Accord has an elected executive made up of key agencies (Police, Northland District Health Board, Fire Service, Accident Compensation Commission and Road Safe Northland) and Licensee representatives including the Hospitality Association of NZ. The Accord has no formal membership criteria and is supported through attendance at monthly meetings which are hosted by different licensee on their premises. Supporting agencies include police, fire service, Northland District Health Board, Accident Compensation Commission (ACC), Roadsaf Northland and the Hospitality Association of NZ (HANZ). Councillor Sharon Morgan is the District Licensing Agency's representative on the Accord.

The review

In 2010 the Law Commission undertook a major review of liquor laws in New Zealand and from this a new Alcohol Harm Reduction Act (AHRA) is set to come into law early next year. The new Act is set to bring significant change to liquor licensing and to licensees including licensing hours and District Licensing Agency (DLA) licensing structures. For example the new Act requires a duty of collaboration between enforcement agencies (Police, Council and the Medical Officer of Health) to establish and maintain arrangements with each other to ensure the ongoing monitoring of licences and the enforcement of that Act. In July last year these agencies entered into a partnership under a memorandum of understanding to ensure that enforcement is undertaken in an agreed and consistent manner in accordance with the expectation of the new Act. The Whangarei Alcohol Monitoring Group (WAMG) has been set up to manage liquor licensing compliance issues and it is envisaged that Council's future direction along with the enforcement partners will be strengthened enforcement targeting outcomes in high risk areas (low performing premises) of liquor licensing. Proposals under the AHRA also require that enforcement agencies work together to develop and implement strategies for the reduction of alcohol related harm. It is expected that these strategies may have a wider focus and deal with the reduction of the harm caused by alcohol use, including crime, disorder, public nuisance and negative public health outcomes.

Sitting alongside the Whangarei Liquor Accord and the WAMG, with its emphasis on reducing harm from alcohol consumed or purchased from licensed premises (managed within the Regulatory Services Department) other groups within Council's Community Services Department also indirectly target alcohol harm from a community safety context. These elements have now been drawn together as a result of the Community Services Department now integrated into the District Living Group alongside the Regulatory Services Department. The expectation must be that alcohol harm focused intervention driven by Council will be rationalised to maximise outcomes to make a difference in the community.

In the context of emerging changes to liquor licensing laws and a rationalisation of Council's wider involvement in minimising alcohol related harm, there is now a need to review the effectiveness of Council's involvement in the Whangarei Liquor Accord. This review is also timely because Accord membership is not as strong as it once was and the value of the Accord to licensees therefore needs to be questioned. While Accord membership is promoted to the 200 licensees in the District, fewer than 20 actively attend meetings.

As part of the review a questionnaire (attached to this report) was sent to all licensees and other Accord partners. The questionnaire in summary sought views from licensees and agencies on separate issues. Licensees were asked about the value of the Accord, whether licensees were interested in taking over management and other forms of communication. Partner agencies were asked about the Accord structure and focus and how it fits with other agency initiatives. The questionnaire was conducted through email as a readily available form of communication for both businesses and enforcement agencies alike. Submissions were sought from 210 licensees and enforcement Agencies, and 12 submissions were received back.

Submissions

The submissions have been reviewed and in Appendix 1 they are presented in order of each question asked in the survey. A summary of key points raised under each question is shown in Table 1 below.

Table 1 – Summary of submissions arranged by questions

Question raised for licensees	Key points
1 The effectiveness of the Accord is often measured by meeting attendance. How could the accord be run for maximum benefit and attendance at meetings?	Need for licensees to be kept informed through workshops, newsletters. Off licensed premises should be more involved. Difficult for some licensees to attend meetings because of business commitments. Meetings every two months.
2 The Accord has been established to assist licensees to meet their obligations under the Sale of Liquor Act. Are licensees interested in taking over the management role of the Accord, and perhaps actively use it as a forum to strengthen business opportunity as well as sale of liquor compliance?	Licensees generally not able to take over Accord management because of lack of time. Independent facilitator favoured by some.
3 Instead of meetings are there other ways that Council and other enforcement agencies can communicate with licensees for example via a newsletter?	Majority favoured newsletter. Small number favoured meetings, direct communication
Questions raised for agencies & member organisations	Key points
1 Do we need an Accord for licensed premises? Does the current low licensee attendance at meetings indicate that our premises are performing well and there is little need for licensees to discuss issues relating to licensed premises? Are there other structures which are more appropriate for example the ability of licensees to attend Council meetings (DLA) to discuss issues directly with Councillors, Police and Northland Health representatives?	Important for licensees to be able to meet with enforcement agencies, Councillors, for open and honest discussion. Six monthly meetings or as required to discuss important issues. Future need for Alcohol Plans. Whangarei Alcohol Monitoring Group provides link to non compliant licensees. DLA meetings to include open forum for licensees. Newsletter sent out every 2 months.
2 Do we need to change the structure and focus of the Accord and if so how? The current Accord is focussed on licensed premises.	Accord needs to continue. Continued need for a coordinator to ensure things run well.
3 Where does the Accord fit into the big picture of other structures which deal with liquor abuse, safety and well being issues? NIF etc?	Accord is important to allow direct communication between licensees and other agencies on day to day matters.

Only outlined previously, only a relatively small number of submissions have been received. As best can be determined from this limited pool of comments, both licensees and Agency members see benefit in continuation of the Accord but in a more restricted form. Licensees indicate that they generally struggle to find the time to attend meetings because they are too busy running businesses and that they do not want to be involved in managing the Accord business. Licensees feel that there needs to be a forum where licensees and enforcement agencies are able to talk face to face and openly on a range of issues. Licensees indicated that they value being informed about liquor licensing matters. Both Agencies and Licensees support newsletters as a form of communication between agencies and licensees. The Northland District Health Board has made a submission (see appendix 2) suggesting continuation of a modified Accord, with communication from agencies to licensees via a 2 monthly newsletter and meetings held six monthly in a workshop format.

Agency alignment

As part of the review it is important to consider the role of the Agency and where it might fit alongside other initiatives as Council goes forward in terms of alcohol law reform and internal restructuring. These roles jointly seek to reduce alcohol related harm in the community through interventions in liquor licensing, safe city design, crime prevention and enhanced social and public health wellbeing.

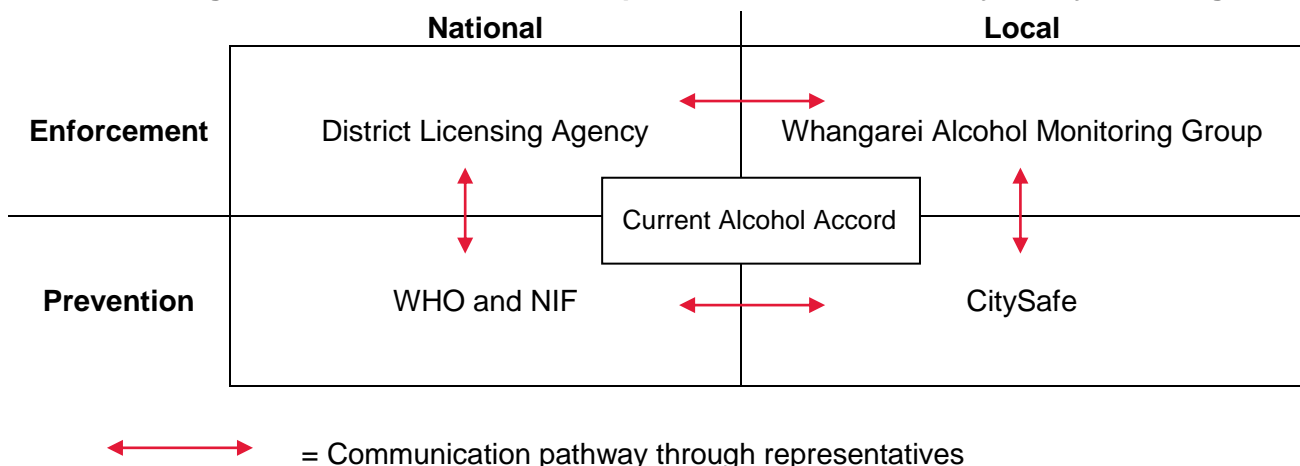
Historically the Agency has provided a forum which seeks to assist licensees to achieve compliance with their obligations under the Sale of Liquor Act and this has been done by allowing close discussion between parties. Business excellence, education and training have been an important component of the Accord's work as well. For example last year the Accord received central government funding through Roadsaf Northland of \$4000 for a two year programme of providing Licensed Controllers Qualification (LCQ) training for sports club bar managers and to run the annual host responsibility awards. It is initiatives like these that while directly benefiting sports clubs and licensed premises also have a much wider role in encouraging responsible consumption of alcohol across the community. The business of the Accord then has an important education, information and training function.

Alcohol law reform will require Council to strengthen enforcement of liquor licensing laws, working closely alongside the Police and the Medical Officer of Health. These agencies are expected to develop strategies seeking to reduce alcohol related harm across the community, not just those focussed on liquor licensed premises. In response to the need to strengthen enforcement, the Whangarei Alcohol Monitoring Group (WAMG) was formed late last year and Council, Police, Northland District Health Board and Fire Service work closely together targeting high risk licensed premises. The group enforces non compliance through an enforcement response protocol, largely based on the graduated response system in the New Zealand Police Alcohol Action Plan. The protocol provides for direct intervention with licensees graduated through liquor licensing officers, WAMG and finally to the Whangarei District Licensing Agency. The WAMG is essentially now undertaking some of the work of the Accord in communicating enforcement requirements to non performing licensees.

Finally there are the functions undertaken by the Community Services Department which have synergies with liquor licensing. The functions of this department are essentially preventative but the initiatives relating to safer communities and crime prevention also relies upon minimisation of alcohol related harm. Primary initiatives undertaken by Community Services include the World Health Organisation (WHO) Safer Communities accreditation. This initiative is intersectoral with partnership support from the Police, NDHB, ACC and Roadsafe Northland. The WHO accreditation relies upon achieving a number of key community safety initiatives. City Safe is a further programme supported by Police, Council and the Chamber of Commerce aimed at crime prevention including management of graffiti. Contested funding for City Safe programmes is provided by the Ministry for Justice. A Community Safety Strategy has been developed.

The Community Services Manager has assisted in a tentative review of the inter relationship between the various initiatives and programmes discussed above and we believe the relationship is best show in the following diagram.

Overview Diagram of Alcohol related harm prevention and community safety involving WDC



The Alcohol Accord currently has elements of both enforcement and prevention components and sits within the framework with a focus on communication relating to licensed premises. As an initiative it might be seen to indirectly contribute to the WHO programme and to City Safe. Contributing members of City Safe, the WHO programme, WAMG and the Alcohol Accord are essentially the same but the point of difference is that the Alcohol Accord has a relationship directly with all licensees as well. This should be maintained in some form. With relatively little interest in Accord membership shown by licences (or ability to participate due to restrictions faced by small businesses to find time) there is clearly a signal that there might be better ways to work with licensees.

The model suggested in the Northland District Health Board submission has merit. In summary this model retains the links with licensees via regular newsletters, with a meeting, run more as a workshop, every 6 months. This model will allow Council and partner agencies to communicate matters of importance to all licensees, for example law changes, implementation of policy, major events etc, via newsletters, rather than to only those attend meetings. Enforcement matters can be dealt with by the WAMG and the 6 monthly meeting/ workshop could be supplemented by additional meetings as required for example in the future to discuss implementation of one way door to CBD licensees. Overall these changes will better meet licensees needs while minimise resources and the cost needed to coordinate Accord business. Last year (2010/2011) Council spent \$18,000 on Accord business. Most of this was spent on the Accord Coordinators time in managing the Accord business. One thousand (\$1000) of this went into the Host Responsibility Awards. An

amount of \$15,000 is available in the current 2011/2012 for costs associated with Liquor Licensing initiatives within the external contracts natural account. Cost associated with the Accord in the future would relate to time used to produce the newsletter, running of the 6 monthly meeting and perhaps some contribution towards the running of the host responsibility awards. The value of the Host Responsibility Awards in particular in showcasing well operated licensed premises contributes to a responsible culture in socialising with alcohol and is worthy of ongoing financial support from Council. Likewise the training provided to managers of club licensed premises also contributes to reduction in alcohol related harm. The Accord however has funding available on application from RoadSafe Northland for this LCQ training and the Host Responsibility Awards for the current financial period ending June 2012.

Summary

The Whangarei Alcohol Accord was set up in 2002 to assist licensees to meet requirement under the then new Sale of Liquor Act 1989 at a time when there was concern about liquor abuse issues in the Whangarei CBD. The Accord has been very successful in dealing with these issues over time to the extent that generally there is now a high level of compliance with liquor licensing requirements by licensees. Since 2002 Council has contributed to the Accord by providing funding for an Accord Coordinator who undertakes the administration of the Accord business. A comprehensive review of liquor laws by Parliament is almost complete and early next year a new Alcohol Harm Reduction Act will be enacted which will bring about a number of changes for Council in its liquor licensing role. Council has recently established the Whangarei Alcohol Accord Monitoring Group on the back of an expectation that the new Act will require local authorities to strengthen focus on liquor licensing enforcement. Against this background, licensee attendance at Accord meetings has waned and it is timely for Council to review the role that Council plays in the support of the Accord but also the role that of the Accord plays in a changing legal environment.

A review of the Accord has been undertaken and there is support from licensees and other Accord parties to modify the role of the Accord. A reduction in the number of meetings and the use of newsletters to communicate information to licences is supported by respondents who participated in an Accord review survey. The idea that District Licensing Agency meetings (LEOC) might as a forum for licensees to attend along with other enforcement agencies to have open discussions about liquor licensing matters has merit. From Councils perspective there is an opportunity to refocus much of the funding previously allocated to Accord support into enforcement functions. This will align with emerging expectations of a new Alcohol Harm Reduction Act that enforcement strategies are strengthened by Councils as a result of increase performance required of Councils in the liquor licensing role. The outcome of the review of the Accord role and Councils ongoing level of support, once finalised by Council can then be reported back to the Accord Executive for discussion and implementation by all Accord members.

Recommendation

- 1 That following a review of the role of Council in the Whangarei Alcohol Accord it is recommended that the current funding of an Accord Coordinator cease.
- 2 That Council continue to participate in the Accord as a member and support the established Host Responsibility Awards and the training of managers of club licensed premises.
- 3 That staff will work with other Whangarei Alcohol Monitoring Group partners to ensure that a forum is available for licensees to raise and discuss matters.
- 4 That staff will assess with the District Licensing Agency an appropriate forum for licensees to meet with the Agency.
- 5 That Council support generally the proposal of the Northland District Health Board to modify the way that the Accord communicates with licensees using newsletters and occasional meetings as needed and that staff discuss with other Accord members how this might be achieved.

Attachments

[Response to Whangarei Alcohol Accord Questionnaire](#)

[Submission from Northland District Health Board](#)

APPENDIX 1

Response to Whangarei Alcohol Accord Questionnaire by question.

Following are the comments made by respondents to each question. There were two sets of questions; one intended for Licensees the other for Government and other agencies. In some cases respondents answered both set of questions.

Questions for Licensees

The effectiveness of the Accord is often measured by meeting attendance. How could the Accord be run for maximum benefit and attendance at meetings?

There are several reasons' licensees have stopped coming to the meetings:

- 1 The meetings are more populated by the services that we legally must deal with.
 - 2 Licensees do not trust that the meetings are open forum and free from repercussion.
 - 3 After the council debacle (Stan Semenoff Days) we do not believe we are receiving all information required, there are too many behind door meetings and decisions with regard to our livelihood and that of our staff is being decided before vote. Zero democracy.
 - 4 And at the end of the day it has been a trying few years for all business in this country and even tougher up North so I guess I would suggest that licensees are possibly spending a lot more time in their respective businesses.
- Linda I do not believe all is lost with regards to an Accord but unless changes are made it will move forward without licensees, obviously I can't talk for all. How about we get together face to face and see if we can't formulate a plan to re-invigorate licensees in to re-appearing at the meetings.
 - I see no need for change – as the saying goes “don't muck with what works”. Perhaps meeting times and dates could be co-ordinated with Hospitality Association of New Zealand (HANZ) meetings i.e. be held at same time as one item of business.
 - I don't see that many changes need to be made. Just to keep us advised of all current issues and future and pending changes.
 - Having the meetings in the middle of the day and not near us means 3+ hours out of the day to attend the meeting. Perhaps an early start might be better so less interruption on the day.
 - Have the meetings every 2 months (unless a big event like Rugby World Cup is approaching). Send out a questionnaire to those businesses that do not attend, and ask them why? Is it the time of the meetings / hard to get coverage? Do they not think that info covered in meeting is not relevant to them?
 - One of the things that I have heard complaints about over the years is that there is little off-licence discussion, so an off-licencee attending the meetings has to sit through a fair chunk of items that has no relevance to him.
 - Maybe items of a general nature could be discussed first, and then the group splits into on and off to discuss items of a nature specific to each?
 - Also (and this somewhat contradicts my answer to the next question), you could have guest speakers after the Accord meeting, on topics of interest to licensees as business owners — ie, educate us and help us run better businesses in general.
 - The Accord in 2006 was an effective body for communicating the necessary information of each stakeholder to the other. Of late the personal agenda's & egos of certain stakeholders have diluted the effectiveness of the Organisation. Being mindful of the people you are trying to reach. From that has come a reduction in numbers attending. With the advent of new legislation it is imperative it is communicated in an effective manner. Because we are HANZ members [& understand not everyone in the local industry belongs to HANZ], this forum provides most information nationally that is taking place within the industry at the current time. This also gives us the ability to network with other industry people on an informal level. If we have needed clarification on any issue with local bodies, they have always been contactable & made themselves available.

This has worked very successfully for us. As business has been very demanding over the last 1 – 2 years, we as business owners are working more in our business, so need to make informed choices & priorities our time given to attend different forums. An added benefit for us would be information on key point's local body agencies feel we should be made aware of.

- I think Now that we have an OFF/ON licence accord combined that has made it a lot better, off licensees have felt left out there for a while. We need 100% attendance from all involved; from time to time I know we can have better attendance. To You Linda and the Team who organise/prep these meetings are just doing a fabulous job running the accord and I know we benefit a lot out of the way you're running the accord and commend you all. 100% attendance is all I say More licensee at Meetings eg: 4 squares/Super liquors/liquor king??
- I think the problem with the lack of attendance might be that there is a lot of licensees around like our selves: we do sell liquor but it is not our main focus. So a lot of the topics don't actually really affect us. But on the other hand it is good to be informed about "what's going on in the city", that's why reading about it is really convenient.
- I do think the accord itself is great way to tackle issues that arise from the sale of liquor. Maybe some kind of incentive / reward system would get more people actively involved. Maybe newsletter and some "workshops" through out the year to work on certain projects or topics would be a way to go. Workshop for Vine St issues. Workshop for out of city venues etc. Workshops for staff training: I for example would love a work shop on liquor with different percentages. Which drinks contain how much / are equivalent to how many standard drinks etc. as a tool to train staff more effectively. Good luck with the review and thanks for communicating. I would like to see it carrying on.
- Have written submissions available for those unable to attend meetings.
- Although it would be good to see more attend, I think as long as you do have licensees wanting to attend the Accord should continue for them. Perhaps setting a calendar of Accord meeting dates (rather than setting the next date at the end of the previous meeting), that licensees can diarise well in advance, may help to keep the commitment for attendance. We seem to occasionally have "guest speakers" at the Accord, perhaps if we made more of them as a draw-card.

The Accord has been established to assist licensees to meet their obligations under the Sale of Liquor Act. Are licensees interested in taking over the management role of the Accord, and perhaps actively use it as a forum to strengthen business opportunity as well as sale of liquor compliance?

- No – if left to licensees I doubt it will happen
- No. I feel the Accord would less strength and credibility without the key agencies at the forefront of the Accord.
- I would prefer to see it continue in its present form
- I am happy with the way the meetings are / personally would not have the time to be able to take on a more active role in the Accord / would like to see it though as a way to strengthen business opportunities.
- Encourage more discussion amongst attendees on things like e.g. (discussion, from business on how the new legislation in regards to hours is going to affect business).
- I certainly am not interested. You are doing a good job now
- Myself and I might speak for a few others will be busy a lot of the time to take over the management of the accord but we are always open to options
- Maybe a "co-chair" would be a good idea? I do think it is a good idea to have some one like you as the coordinator, someone that is involved, that has all the contacts but is not a licensee. An independent referee so to say.
- I think there is real value in having an independent facilitator. So that all feel like they're views are as valid as others.
- This type of forum I feel would only be beneficial if there is an opportunity for licences voicing concerns are followed up eg: non compliance of some operators

Instead of meetings are there other ways that council and other enforcement agencies can communicate with licensees for example via a news letter?

- Newsletter. Online collaboration. Blog? Split between agencies and licencees but visible by both.
- Regular newsletters or emails would be preferable
- I like the face to face contact with all the agencies representatives.
- Personally, I feel this is not why the Accord is in existence. To me, the Accord is there to help us understand liquor guidelines and issues better. However, I wouldn't have a problem if the forum was educational in nature
- A newsletter or a blog or similar would disseminate the information just as well, but would mean that you missed the discussion around each item. I can no longer come to most meetings as I have to be in Auckland on Tuesdays, so I read the minutes, but it's not the same as being at the meeting. Maybe you could record the meetings and put on YouTube!
- Yes I think that fewer meetings would be good. Newsletters are fine and occasional meetings are good too
- No – meetings and emails are best. The Accord is largely about getting together to discuss common issues
- We should carry on with our meetings its good when we can all come together and talk about issues face to face and to have the appropriate agencies there to answer any queries we have. Meetings should stay.
- Yes I think a newsletter would be a really good idea. Because for example if you take my self: I hardly ever make it to the meetings but I am always interested in the minutes that you send out.
- Email would be great
- Yes, absolutely. HANZ can assist with that too.

Questionnaire for government agencies and organisations.

Do we need an Accord for licensed premises? Does the current low licensee attendance at meetings indicate that our premises are performing well and there is little need for licensees to discuss issues relating to licensed premises? Are there other structures which are more appropriate for example the ability of licensees to attend council meetings (DLA) to discuss issues directly with councillors, Police and Northland Health representatives?

- Ensure all relevant agencies have a presence at meeting. No good having a meeting without Police or Council present. Decision makers attend.
- Relevant subject matter for discussion and guest speakers
- Presence of politicians both local body and national. Petone Accord had Trevor Mallard attend recently and it was a great discussion.
- Some advantage in attending eg: improved relationships with authorities that mean when the licensing graduated response model is implemented in response to issues at a premise the relationship of accord members and the attendance at accord meetings count for something
- An open forum with no fear of speaking your mind
- I think we still need an Accord. It is a line of communication other than an official one relating to the Liquor Act and our obligations there. The best way to gain compliance is by communicating the reasons why, and be available and open to questions, and to do without the Accord will mean an informal platform is lost. The attendance will ebb and flow all the time, dependant on alot of variables not necessarily to whether the premises are performing well. Attendance is more relating to relevance and whether the licensees can learn something out of it, especially when it is topical. There should be the opportunity for the licensees to "give a bit of stick" to the enforcement agencies too, and for us to answer and respond to criticism. I don't think there are other avenues for the licensees to get the same

response as the Accord. Sure they can go to the Council meetings or the Businessmen's Association, but they aren't as relevant as the Accord would be to them.

- If they agreed, maybe a roster of attendance so that at least a minimum number of licensees are at every meeting.

Do we need to change the structure and focus of the Accord and if so how? The current Accord is focused on licensed premises.

- These seem odd and very counterproductive suggestions which if implemented would certainly mean the demise of the accord in my view
- If licensees were to take over running the accord I suspect it would not last long as they are small business owners increasingly very focussed on survival and do not have the time, resource or inclination to put in the required effort. Chairing the accord is enough.
- If it stopped being focussed on alcohol related harm issues etc this could mean it was not an alcohol accord at all. If it became too broad then it would get distracted. And if it became focussed on business not the original matter at hand then the agencies would soon drop out.
- I don't think the structure should be changed. I think it is still effective. Perhaps more a push towards business opportunities for the licensees?
- I believe it will still need a coordinator to run all the administrative activity to ensure things run well

Where does the Accord fit into the big picture of other structures which deal with liquor abuse, safety and well being issues? Northland Intersectoral Forum (NIF) etc.

- It is an important part as the licensees are told of topical issues which the central and local govt are focusing on. e.g the door staff training, the Law Reform Bill and Rugby World Cup at the moment.
- Definitely not *eliminate* meetings. This would destroy the relationships and would be a very backward step. It would eliminate the relationships, the debate, the ability to question and answer, the brainstorming, the networking etc
- Minutes are sent to all and many value the information in those minutes. Ask the licensees what do they say about a newsletter? Would it add value to the minutes or just be duplication?



Review of Whangarei Alcohol Accord

NDHB Public & Population Health Unit responses to the questionnaire relating to the review of the Whangarei Alcohol Accord as follows:

NDHB believe there is a need for an Accord for licensed premises but think that holding the Accord meetings on a monthly basis is too frequent and might partly explain the poor attendance levels.

While the majority of licensed premises are performing to a reasonable standard, the development of the Whangarei Alcohol Monitoring Group (WAMG) to monitor and enforce compliance in relation to the Sale of Liquor Act 1990 allows for the early intervention of issues with licencees before they become major issues to be addressed. WAMG enables a joint agency approach with any non-compliant licencees to address specific concerns relating to that licensed premises on an individual basis allowing for very open and direct lines of communication.

Allowing the licencees to attend DLA meetings to discuss issues directly would also offer a good avenue and opportunity to address issues.

In light of the above, NDHB suggest six monthly meetings with the proviso that a meeting could be called at any time should a major issue arise and it needed to be addressed through the Accord forum. The six monthly meeting could run for example from 10.00 am – 4.00 pm with a structured programme/agenda to it and may include a training component/s, guest speakers, emerging issues, question and answer forum etc.

The development of a one pager e-Newsletter to licencees every two months could take care of any routine issues currently covered in the Accord meetings.

In regard to structure, with the impending new changes to legislation, NDHB believe that there will be a need for the development of an Alcohol Strategy and/or Alcohol Plan rather than just a Liquor Licensing Policy which would require community involvement and consultation. The Whangarei Safe Communities and associated networks and other community groups (eg: Otangarei Trust, Onerahi Community Association) are already established and these could form the basis for community input into development of a broader Alcohol Strategy/Plan. This might also see some of the activities of the Accord subsumed into the broader plan.