

COMMUNITY BOARD MEMBER'S REPORT

Report to: Bay of Islands-Whangaroa Community Board
Member Name: Lane Ayr
Subdivision: Kerikeri
Date: Nov4 – Dec 31/20

REPORT

Meetings

06/11/20	DAG meeting Kerikeri
11/11/20	Bay of Islands-Whangaroa Community Board Strategic Plan Workshop Kerikeri
16/11/20	KDWG Kerikeri
18/11/20	Waipapa Hall Waipapa
30/11/20	KDWG Kerikeri
03/12/20	BOI-W Workshop Waipapa
03/12/20	Bay of Islands-Whangaroa Community Board meeting Waipapa
04/12/20	Waipapa Sports Hub meeting Kerikeri
08/12/20	Representative Meeting Presentation Kaikohe
09/12/20	Bay of Islands-Whangaroa Community Board Strategic Plan Workshop Kerikeri
15/12/20	Combined Community Boards Meeting Kaikohe
21/12/20	KDWG Kerikeri

The Observations of a Community Board Member

Well here I am four years on the Community Board and still struggling to understand if I'm having a positive effect on my community, I really hope so, but it often appears to be difficult when it should be easy.

To help me understand the processes I believed it was advantageous to understand the organizations with whom I must interact.

- The Elected Council
- The FNDC the organization

- Rate Payers Community Members/Groups.

The Elected Council, I liken this to a Board of Directors elected by the shareholders in a governance role.

The FNDC is a Company/Organization operated by appointed managers, what is of greater importance is what type of Company this is, I believe it is a Service Company, and as it is not required to produce a profit it is a Social Enterprise.

Rate Payers, Residents, Community Groups these are the shareholders, the owners of the Company, and here, of course, is the dichotomy these are also the customers the recipients of the service.

What is interesting is that like most shareholders, the residents (with a few exceptions), do not appear to seek input into the Company operation eg governance, but as customers have the same desire for good service as from any other service company. (Election is every three years Customer Service is daily, weekly)

So, what we have is:

- The Board of Directors
- The Company
- The Customers

And where does the Community Board (CB) fit and what should it do?

Logic would suggest that the CB fits between the Company and the Customer, they should be facilitating “customer service” Any Service Company should value customer service (even when the customers are also shareholders).

The Company has several advantages other than no requirement for profit, possibly two important ones are:

- No requirement to obtain new customers
- Customers cannot obtain service from another supplier (monopoly)

It may be that the above is responsible for the lack of emphasis place on customer service. The possible lack of importance placed on customer service devalues the need for CB’s and wastes the resource.

The shareholders and the customers have one major disadvantage they cannot trade in their shares nor can they as customers seek alternative suppliers, this can add to normal frustrations.

As a Government body we are almost by design bureaucratic, I would suggest a move away from bureaucracy towards customer service may be advantageous for all parties, we have CB's use them.

Strategic Plan for BOI-Whangaroa Community Board

As a Community Board I believe we should only plan (strategically or not) for those items that are within our delegations or directly affect our wards. There are also the areas that are raised by the Community which are in general the results, of actions, that are not in the delegation of the Community Board. I believe that in many cases in my ward we are attempting to mitigate the negative effects of unregulated growth.

Much of what is brought to my attention are service/repair items, if FNDC was to improve its effectiveness there would be adequate inspection protocols in place, plus repair and service schedules that would negate the need for "customers" to report lack of service.

What does my ward want? **Effective planning for growth, the mitigation of negative impacts of corporate growth, and WE NEED ROADS AND PARKING.**

The majority of people that live in the North participate in boating activities. Other than commercial improvements, almost exclusively for the cruise industry, FNDC and commercial operations by Far North Holdings in Opuia has not provided any new facilities for more than 35 years.

While I as a Community Board member can pass on these observations, I have no control over the capital allocation or planning for these projects.