



**Far North
District Council**

Chief Executive Officer's Report to Council

Period: 1 January 2021 – 28 February 2021

Key Work Plan Areas:

Governance

CEO Office

Strategy

Corporate

Operations

Infrastructure and Asset Management

Introduction

Welcome to this CEO report, which provides an overview on the Council's activities for the period 1 January 2021 – 28 February 2021.

Welcome to the latest summary report of Council activities

Introduction from Shaun Clarke, Chief Executive

January is typically a quieter month as staff and Elected Members return from holiday. It is traditionally a time to plan for the year ahead, and I took the opportunity to seek face-to-face meetings with each of the Councillors and Community Board Chairs to understand what they would like to see achieved for this year. Reflecting on these discussions, the anticipated feedback from our CouncilMARK assessment and what our customers are saying will lead to a different lense for how we deliver our work – more on this in the next update.

Having enjoyed four months of only Level 1 COVID restrictions, three new cases of community transmission were detected and on 14 February 2021 Auckland moved to Alert Level 3 and the rest of the country to Alert Level 2 for an initial period of 3 days, and on 18 February Auckland moved to Alert Level 2 and the rest of the country to Alert Level 1. This had minimal operational impact, with Elected Member workshops still held with limited staff in-person and with social distancing measures. On 28 February Auckland moved back to Alert Level 3 and the rest of NZ at Alert Level 2 until 7 March.

The hybrid of having remote working and office-based working formally commenced 2 February. An Elected Members lounge was developed at Kaikohe headquarters by repurposing the Committee room, and a large collaboration area was developed in the former IAM space. Thanks to this initiative, staff are enabled to work from home making the transition between COVID alert levels smooth. The message during Alert Level 2 is to work at home if you can do and if you need to come into the office ensure you have safe social distancing measures in place. Daily communications were sent to staff updating them on key messages, and these were forwarded to Elected Members for their reference.

The Senior Leadership Team (SLT) commenced Your Voice action sessions with staff. These open forums were an opportunity for the SLT to hear directly from staff and have a two-way dialogue on what it's like to work at FNDC. These sessions are scheduled to conclude March. In February I announced Darren Edward's appointment to the General Manager – Strategic Policy & Planning role. We are pleased we were able to recruit a high-caliber leader to fill this strategically important position and welcome Daren back to FNDC on 24 May.

As well as listening to staff, these months were about preparing to listen to our communities through Navigating Our Course (seeking feedback on the Representation Review, FN2100, Long Term Plan and Māori Wards). This was through workshops with Elected Members to gain their guidance, planning content, graphics and face-to-face consultation events.

During this period water restrictions were put on and then lifted. Level 3 water restrictions were placed on Kaitaia in mid-January and on 2 February Level 3 water restrictions were applied to Kawakawa and Kaikohe and Kerikeri and Level 2 for Paihia-Opua-Waitangi. On 19 February a significant reduction in demand prompted the Council to reduce Level 2 water restrictions at Paihia, Opua and Waitangi. We were able to remove all restrictions for Kerikeri and decrease Kaikohe restrictions from Level 3 to Level 2 on 25 February. The Sweetwater bore was opened temporarily for tanker supply, and work continues on a separate bore site at Sweetwater to be operational for next Summer. Drilling and testing on a second bore at Tokareireia (Monument Hill) in Kaikohe was completed in February. The project aims to provide a reliable secondary water supply that will make Kaikohe far more resilient to future droughts.

Other achievements during this period included –

- Roading maintenance, operations and renewal contracts have exceeded 90% compliance for the first six months of the financial year.
- Successful mediation for the Taipa Wastewater Treatment Plant which will see Council work with Ngāti Kahu hapū and community representatives to find the best upgrade option.
- Business case for adopting water monitoring software, given the significant data requirements of the Three Waters reform package and customer demands, is in the final stages of being drafted.
- We are seeing consequential benefits of the Te Tai Tokerau Worker Redeployment initiative – while this work is coming to an end, our contract RSL has extended the contracts for some to help with peak seasonal demand and the MBIE flood funding programme.
- In January new speed limits were introduced on Council-administered roads between Kaeo and Ohaeawai following a public consultation process that gathered 166 submissions from the community.
- The Kerikeri Domain BBQ providing opportunity for anyone interested in Kerikeri's central green space to find out about the planned improvements, which include new landscaping and upgrades to lighting, the skate park, playground and basketball court.
- The first of three playground swings specifically designed for children and adults in wheelchairs was opened at the Jaycee Park playground in Kaitaia.

Operational performance during this period saw –

- 25.06% decrease in financial interactions at Service Centres
- 10.50% decrease in calls to the Contact Centre
- 170.43% increase in AskUs emails received. The large increase was due to a technical issue which saw approximately 7,000 'no reply' emails go into the AskUs email inbox. Staff had to sort through them and delete them.
- 0.15% increase in building inspections booked
- 25.09% decrease in visits to Service Centres
- 46% decrease in i-SITE visitor numbers
- 22% decrease in i-SITE retail revenue
- 53% decrease in i-SITE transaction spend
- 42% decrease in i-SITE transaction numbers
- 5.1% increase in digital library use reflecting increased range of resources and summer borrowing growth
- 0.8% decrease in book checkouts reflecting steady book borrowing during the holiday period and a short month
- 656 RFS' received for Animal Management during January – February 2021, over 60 more than for the previous two months, reflecting more people out and about with dogs over the summer holiday period
- 61 dogs were impounded across the District with 10 dogs rehomed through the Council's website
- 21 food business verifications were completed and 31 proactive alcohol license Good Host Visits (GHV) were conducted, with 60% of all licensed premises in the District having had GHV's

- 74 health inspections completed
- 233 noise complaints were received with 141 of these received in January, reflecting the busy holiday festive season. Response rates have improved in February, (92%) compared with 77% in January
- Only six RFSs regarding parking concerns received across the district
- Only 74 resource consent applications were received over this period, considerably lower than previous two months (151) due to the holiday period
- 100% of all resource consents were processed within statutory time frames in January
- Five of the six applications that went over time in February were applications that were received during lockdown and delays in obtaining engineering advice regarding transport and stormwater matters on time
- Discounts applied to consent processing for 2020/2021 to the end of February is \$41,734.99 noting that for the same period last year there had been \$176,299.82 applied, reflecting our increased performance in meeting statutory time frames
- Building consents received for January (85) and February (145) were higher than last year for both months
- 165 building consents were issued, 100% within statutory timeframes
- 99.66% of building consents were issued within the legislative timeframe of twenty working days for this financial year
- The average number of days to issue a consent is 12.28 working days (against the 20-day statutory requirement) and 31.81 calendar days
- Overall CCC compliance for 2021 remains above 95%, but the team is looking to improve monthly compliance to 100%
- 87 Building Warrant of Fitness (BWOFF) audits were undertaken, reinforcing the success of the mobile inspection tool that has been introduced as part of business improvements.
- 111 BWOFF RFSs were received during January/February, consistent with this time of year and previous summers.
- 59 Notices to Fix were issued for breaches of the Building Act and 8 Infringements were issued for building-related breaches.
- A total of 13 Certificates of Acceptance were approved
- 58 pool inspections were carried out, the fail rate for this period was 34%. This total is of concern, given that it is the middle of summer. Follow up checks are planned during the coming weeks and appropriate steps will be taken to achieve compliance.
- Revenue from the Hokianga ferry ticket sales for this financial year are approximately 30% higher, primarily as a result of high domestic tourism market due to the COVID-19 pandemic

Governance

Workshops

The month of January was quiet with activity ramping up during the month of February:

- Long Term Plan, one workshop
- District Plan, one workshop
- FN2100, one workshop
- Māori wards, one workshop

The workshop format is invaluable in providing an overall strategic direction, which in turn allows Members at formal Council meetings to make informed decisions.

Community Board Workshops

Representation review workshops were held with each Community Board on 28 January 2021. These workshops were designed to gather feedback on current or new communities of interest and effective representation. These workshops were well attended with some great feedback received. Following on from these workshops, staff attended each Community Board meeting during the month of January and February to capture feedback from elected members unable to be at the workshops. This information will now form part of the representation discussions with the Mayor and Councillors.

Training

Mayor, Chairs of Committees, and Community Board Chairs (and deputies) attended an in-house workshop on Chairing Meetings, facilitated by Meeting Solutions Limited on 11 February 2021. This training had been planned a full year earlier but was repeatedly pushed out due to COVID related lockdowns and availability issues. This is part of the formal training programme for elected members, over and above those members with individual professional development plans.

Action Sheets/Decision Tracking

A review tracking the status of Council decision into action has been completed. Staff have been gathering data for the calendar year during this quarter to inform a baseline and targets for a report to the Assurance, Risk and Finance Committee in May. Action sheets are already in place for Council, Committees and Community Boards.

CEO Office

People and Capability

CEO Office

No recruitment changes amongst the CEO office groups.

A selection of staff in leadership from across the departments attended a leadership workshop in the new year ran by P&C to discuss the needs of the organisation. The outcomes from this are being worked on by the Talent & Development Manager. Regular organisational communications on new starters and the reward & recognition program has launched on TK3

Creating Great Workplaces – Remote Working Consultation

The hybrid remote working and office-based model formally commenced on 2nd February 2021. All staff who elected to be office based are allocated a permanent desk. Office reconfiguration was carried out at headquarters, which included the creation of an Elected Members lounge and a large collaboration area in the former IAM space.

Cadetship Scheme

Three Cadets commenced at FNDC during January 2021 for a ten-month term. The Cadets are allocated to the Building Consents, District Planning and Environmental Services departments. They will receive support from both FNDC and the Ministry of Social Development during this time.

“Your Voice” Organisational Survey 2020

Survey details have been made available to all groups with the intent that discussion will cascade down through all people in the group. Since the survey is confidential, feedback comments reflect broad areas of one-way concern or approval. To allow for further two-way communication in these areas, six open discussion sessions are being led by the Chief Executive and members of the SLT. Held across the three main centres, these sessions are an opportunity for all FNDC people to speak their minds and get a committed response. The feedback gathered at these sessions will inform the action plans within the groups. A change on COVID level has delayed these sessions but they will be completed in March.

Infrastructure & Asset Management Group

The long-standing vacancy of Manager – Asset Management & Infrastructure Planning has been filled. A fixed term position for 3 Waters Hydraulic Modeller is approved and advertised, funded by 3 waters reform initiative – a talented candidate has been identified. The Infrastructure and Asset Management leadership group participated in a Team Management Profiling session ran by P&C which identifies ways to improve communication and engagement across the group. The engagement was high and provided an opportunity for the group to discuss their vision.

Strategic, Planning & Policy

An ideal candidate for the General Management position has been identified after a panel interviewed five candidates, including some internal applicants. Internal candidate secured for the new Sustainability Programme Coordinator position. Recruitment for two Strategic Planner positions have taken place (both existing vacancies). District Planning and Community Development is facing a busy period coming into consultation.

Corporate Services Group

The General Manager – Corporate Services Group was seconded to lead the Strategic Planning & Policy Group, while this position is recruited to. This has resulted in acting up and development opportunities for this Corporate Services leadership role, which has included Tier 3 Managers stepping up. The Manager - Transformation & Assurance is currently acting as General Manager - Corporate Services Group, with backfill provided by the Manager – Project Management.

The recruitment campaign for the two-year fixed term Principal Advisor – Sustainable Procurement position was not successful, with no suitable candidates. This vacancy is to be re-advertised with a new campaign to attract talent to this key position.

District Services Group

The Manager - Community & Customer Services position is temporarily being covered by delegated authority on a rotational basis. The Manager – Libraries, Manager – iSites and Manager- Customer Care have all acted up to this position, enabling cohesive coverage while linking to development opportunities.

Staffing, Salaries and Training

Current Staffing Levels

Actual Full Time Equivalent (FTE) at 28 February 2021	Annual Plan Establishment (FTE)
354.33	382.53

*New approved FTE applied

Salaries and Training

Financial Performance as at 28 February 2021	YTD Actual	YTD Budget	YTD Actual vs Budget	Annual Budget
Salary Costs	\$19,861,950	\$19,912,601	\$50,651	\$30,452,195
Training Costs	\$238,671	\$523,944	\$285,273	\$901,179
Trainings as a % of Salaries (Sector average is 4%)	1.2%			3.0%

Vacancies

Department	FTE Available
CEO/Communications/People & Capabilities	0
Corporate Services	5.0
District Services	10.00
Infrastructure & Asset Management/NTA	9.0
Strategic Planning & Policy	4.2
FNDC TOTAL (FTE) * includes part time & full time EST Position Vacancies	28.2

Customer Service

Customer Experience Programme

Customer Satisfaction

We are launching our new customer feedback surveying platform at the beginning of March. As a result, there is no performance data for this reporting period. The customer surveys will be back dated to cover interactions during set up period. The next report will include responses for this period as well.

The new platform called AskNicely will help us to understand and act on our customer feedback. Not only is the system a smart way to gather feedback it will give us real time voice of the customer information that allows us to respond, act on insights and grow our customer first focus.

We are continuing to request feedback from customers when we close their request for service or complete their application but will be expanding the teams we cover and ditching our old mail-based form. We will also be providing QR codes in our venues for visitor feedback.

The system allows for a digital first approach where we will now email our customers. The survey gives them the opportunity to tell us their story and what is important to them.

We are excited to present this platform to Elected Members on the 11th of March.

Customer Journeys

In addition to the above work, the Customer Experience Improvement Programme is also focusing alignment changing customer behaviors and other organisation initiatives. A programme of work is under development to ensure customers experiences are improved by our processes and systems. This involves systematically going through our customer facing teams (starting with Transport) and undertaking a customer journey mapping and diagnostic programme to ensure that our system and processes are as customer friendly as possible.

This programme will also inform and aid in the delivery of a number of other customer initiatives across our organisation (i.e., Target Operating Model Service Catalogue, Pathways review, communications assistance with content and responses, BI Reporting, training on systems and customer contact channels).

Health, Safety & Wellbeing (HSW)

Summary of Activities

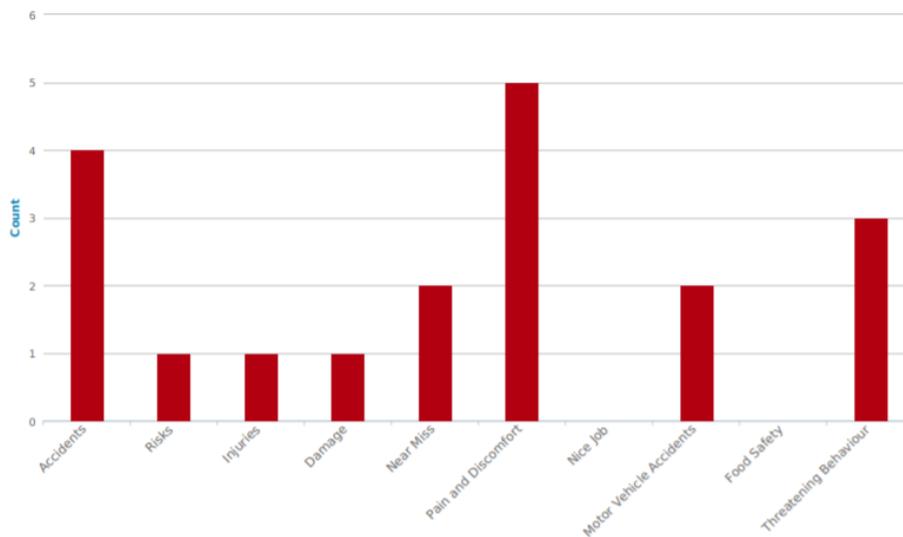
1. H&S inspections undertaken at the new Northern Animal Shelter - Kaitaia with Infrastructure Capital Works team and contract partners.
2. Kaikohe Fire Evacuation debrief undertaken following fire false alarm. Full review of current fire warden numbers underway, consideration to include Remote Working Project and new permanent based staff.
3. Remote Working Risk Assessments reviews for those staff working under hybrid model undertaken, 50% completed at the time of this reporting period.
4. Lone Worker Safety Solutions & Vehicle GPS Project – phase 2 technology order placed with the supplier and training to be scheduled for March 2021.
5. Investigation support to a contractor following a vehicle roll-over incident. NZ Police were notified, and the staff was un-injured. Full investigation summary report is due in March.

PeopleSafe Stories Types during the reporting period Far North District Council

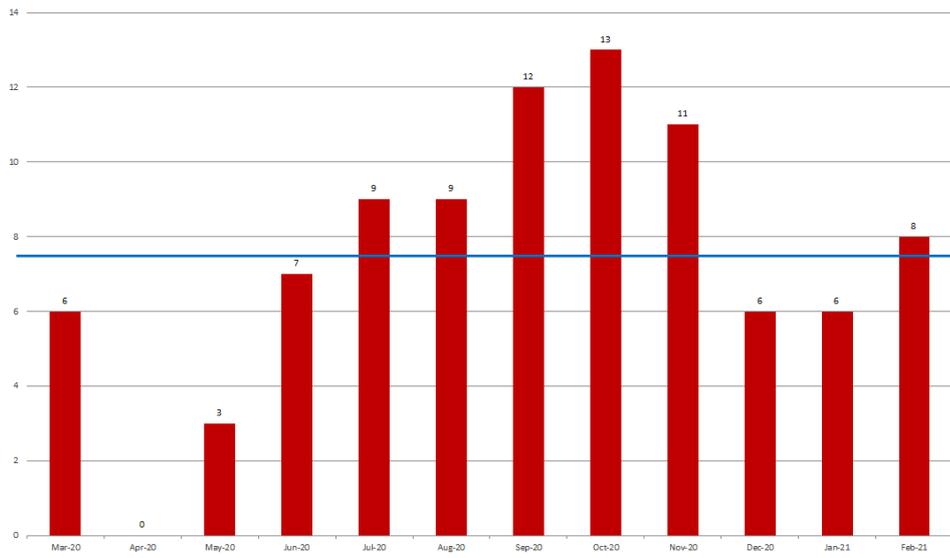


Far North District Council - 3 March 2021

Stories Report Summary



PeopleSafe 12 Month Rolling Incident Rate



During the two-month reporting period there were 14 PeopleSafe incidents/events told, covering 19 story types. The average number of incidents per month has decreased further and now sits at 7.5 incidents/month.

Communication

Activity summary

January and February remained a busy period for the Communications Team. Water restrictions were in force at most of our water supplies, so our messaging was focused on raising community awareness about water shortages. The team also provided significant support to the Engagement Team as it prepared for the *Navigating Our Course* community consultation.

Media releases

The team issued nine media releases during the eight-week reporting period. Five of these media releases were about water restrictions and the Council's response to the dry weather. The other four were about:

- Hapū support for plans to upgrade maritime facilities at Rangitane near Kerikeri
- New speed limits on more than 60 roads in the Bay of Islands-Whangaroa Ward
- A draft, five-year strategy Museum @ Te Ahu was seeking community feedback on
- The unveiling of a Kerikeri Domain concept plan at a community BBQ.

Media enquiries

The team responded to 49 media enquiries in January and February. The top topic of enquiry was Council water supplies, which accounted for 13 enquiries. Other main subjects of interest were animal management and roads.

Social media

The team was active on social media, particularly Facebook, during January and February. Outputs included:

- 61 Facebook posts on a range of topics, especially water restrictions
- 281 new Facebook page 'likes', increasing the number of people who 'like' the Council's Facebook page from 5,871 to 6152.

Mayoral support

The team drafted four Mayoral columns/blogs about:

- Challenges in 2020 and Council drought-resilience projects
- Our economic recovery projects
- The *Navigating Our Course* community consultation
- Roading and the Integrated Transport Strategy.

CEO support

The team produced six editions of weekly newsletter *The Weekender*, numerous communications to staff about COVID-19, as well as talking points for weekly videos to staff.

Other support and outputs

- A four-page quarterly newsletter about Council projects. This was posted to ratepayers with third quarter rates bills in January.
- Fortnightly newspaper adverts in four local newspapers about our rubbish and recycling services, water restrictions and the *Navigating Our Course* consolidated consultation.
- Information stalls about water shortages at the Kaikohe and Kaitaia A&P Shows.
- Critical involvement in the production of a six-minute video about the *Navigating Our Course* consolidated consultation.
- Graphic design support to promotional materials for the *Navigating Our Course* consultation

Strategy

Corporate Planning

Long Term Plan (LTP)

January saw the beginning of audit activities on the Consultation Document and supporting information for the LTP. At the end of the period an Audit Opinion had not been received but was imminent.

Steady progress was made on planning for engagement on the Consultation Document. Consultation will commence on 6 March for one month.

Strategy Development, Bylaws and Policies

Far North 2100 District Strategy

A workshop was completed with elected members on 17 February 2021 that walked the attendees through the draft Far North 2100 Strategy that was proposed for consultation. Modifications were made to the draft strategy that have been included in the draft that is going out for public consultation in March 2021.

Staff completed a workshop on placemaking and spatial planning with elected members on 17 February 2021. A follow-up workshop is planned for April 2021 that will further refine the programme of spatial planning and placemaking over the 2021 -2023 period leading in the governments planned resource management reforms.

Climate Change

We have successfully recruited to the position of Sustainability Programme Coordinator in February 2021. This position is key to the delivery of the climate change roadmap.

Workshops on embedding climate change into the decision-making processes of Council are being planned for May 2021.

Regional Accessibility Strategy

Staff have been analysing the results of the Te Tai Tokerau Regional Accessibility Survey completed in December 2020. The Disability Action Group was informed of the plans for a Regional Accessibility Strategy on 12 February 2021 by a Whangarei District Council staff member who is leading the development of the Strategy.

Parks and Reserves

A workshop with internal subject matter experts on challenges and issues associated with the acquisition, management of events and then disposal of Council administered, and controlled land was completed on 19 February 2021.

Bylaw Programme

On 25 February 2021 Council approved the making of a Treated Water Supply Bylaw to replace the current Water Supply Bylaw that will automatically revoke in October 2021.

Staff are working on an options paper based on a review of the Solid Waste Bylaw that will come to the 23 March 2021 Strategy and Policy Committee. The current bylaw is due a review as per the requirements of the Local Government Act on 5 May 2021.

Research has commenced on the development of a new Parking and Traffic Bylaw that will replace the current Parking and Traffic Control Bylaw that will automatically revoke on 17 June 2022.

An options paper for a new Onsite Wastewater Bylaw is planned to come to the 4 May 2021 Strategy and Policy Committee Meeting.

The development of an Animals Bylaw is currently on hold while staff focus on the development of a Treated Water Supply Bylaw.

Policy Programme

Staff are working on a review of the Psychoactive Substances Policy and Gambling Policy in alignment with the requirements under legislation. Options papers for the modifications and the continuation of these policies will be put to the Strategy and Policy Committee on 4 May 2021.

Iwi/ Hapū Relationships

Māori representation

On 5 February 2021, legislation was introduced under urgency to the house to amend the Local Electoral Act 2002 to align the treatment of Māori wards and constituencies with the treatment of general wards; and to remove all mechanisms for binding polls on the establishment of wards and constituencies.

During February 2021, Council held a workshop on Māori representation and whether or not to hold a non-binding poll for the 2022 Local Body Elections or to continue to hold a poll, albeit non-binding, at the same time as the next elections. The workshop was attended by Council and invited guests from across the community.

Council voted against holding a non-binding poll and in favour of gathering feedback on the issue during consultation on the Representation Review. The need for a formal decision was due to statutory timeframes associated with the wider representation review.

Te Oneroa-a-Tōhe Board

Te Rautaki o Te Oneroa-a-Tōhe/ The Ninety Mile Beach Plan was formally notified on 25 January 2021. A number of outstanding issues remain before the final document is released. The issues were grammatical, however, there were also a number of cultural stories which needed finalising. During January and February 2021, the Te Hono Manager worked with the Iwi Board members on final scripts to be included into the plan. A formal launch and ceremony is scheduled for April 2021.

Māori liaison

In February 2021, a ceremony was held to unveil a memorial at Ruapekapeka Pā in remembrance

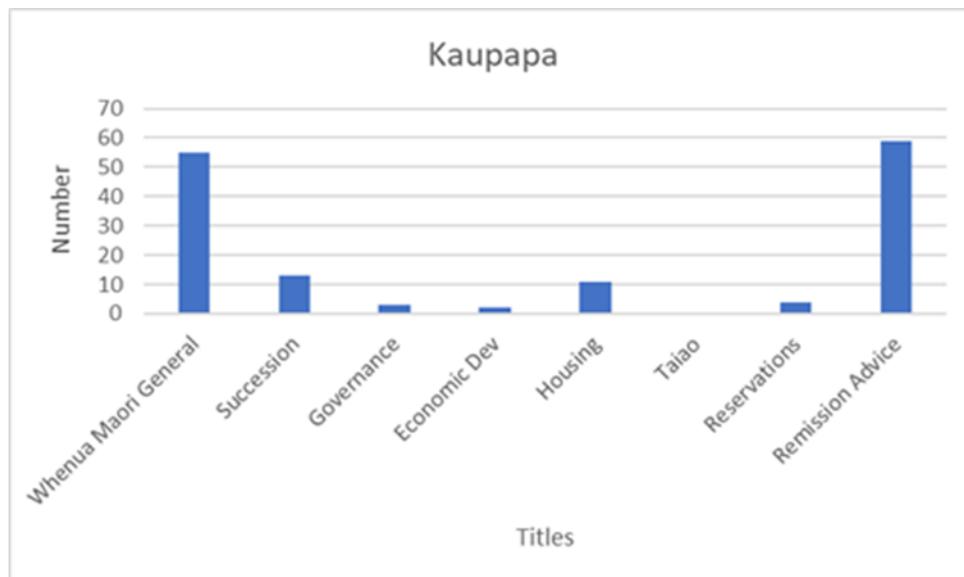
of the events that took place in 1846. Council provided support for this project after funding was gained via the Provincial Growth Fund (PGF) to carry out upgrades and safety measures to the existing road leading to the Pā site. The opening of Te Ahurea (formerly Rewa’s Village) took place in early February 2021. The site, owned by Ngāti Rehia, received PGF funding which enabled the hapū to turn the site into a new living showcase of Māori culture. Assistance was provided by Council in the provision of space for a Whare Waka to be built on the banks of the Kerikeri River. Both ceremonial events were supported by Te Hono.

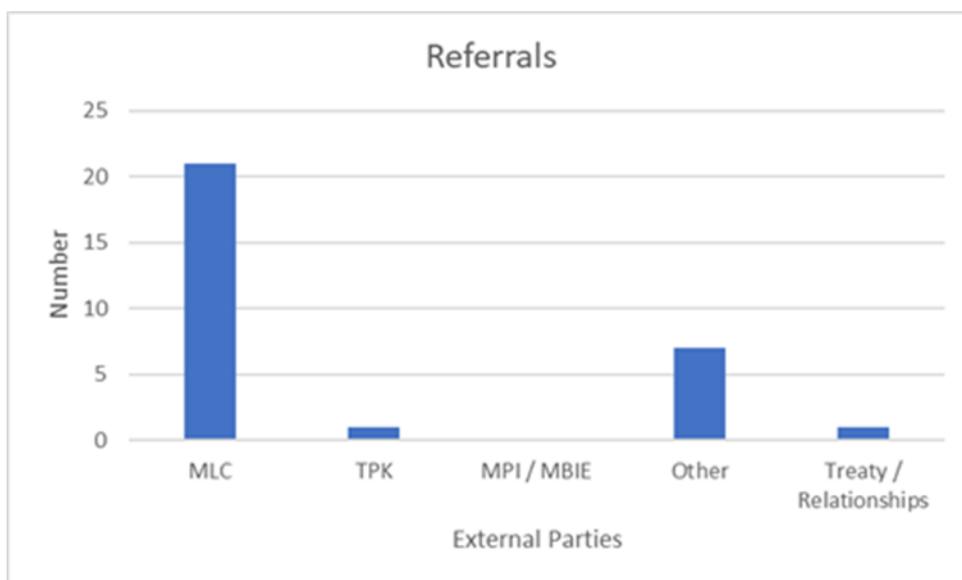
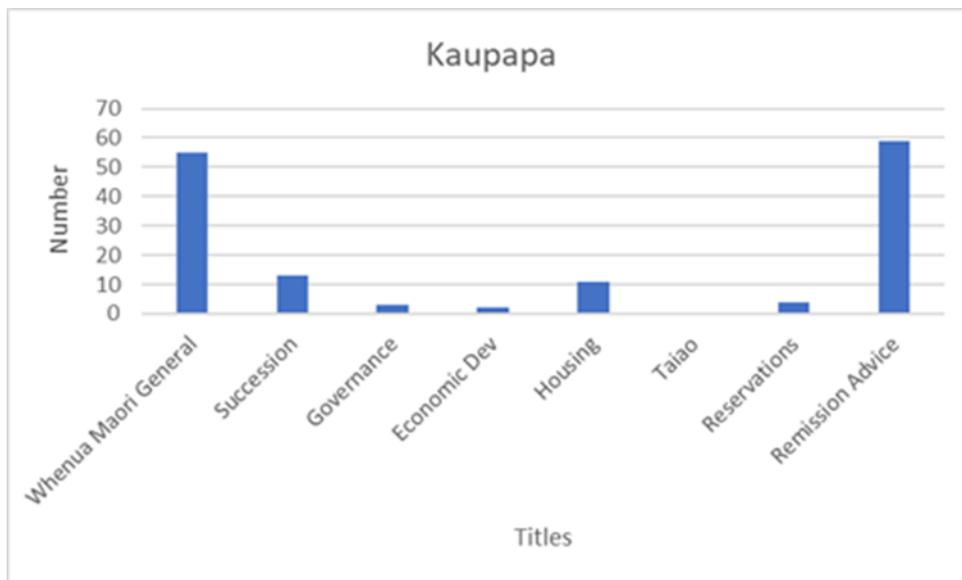
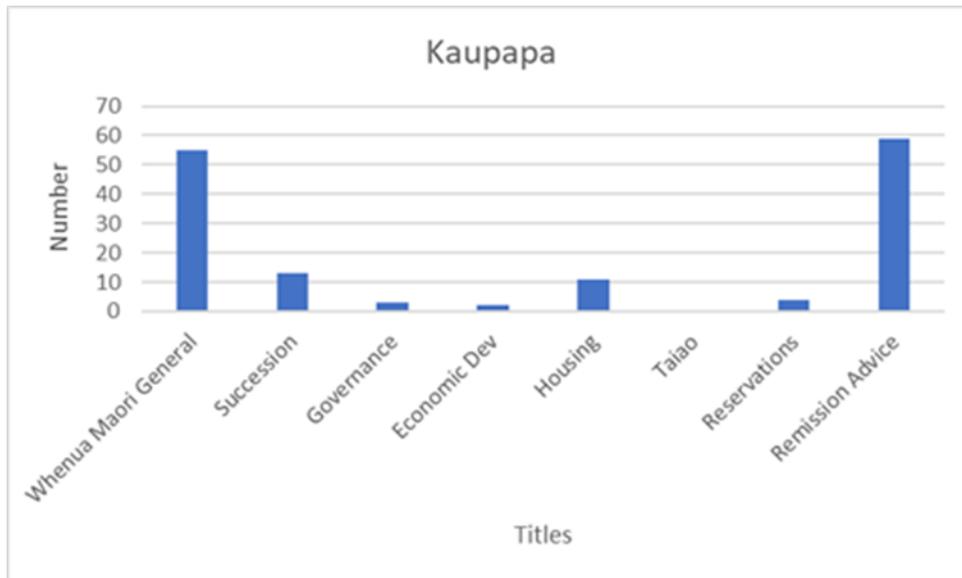
Te Hono continued to support council infrastructure staff with the appeal pertaining to the East Coast Wastewater Treatment Plant mediation between Council and local hapū and iwi along with providing cultural advice and support. Likewise, Te Hono continue to provide advice and support for the the Kohukohu Wastewater Treatment Plant procurement of a Cultural Impact Assessment.

Māori Development

Over the last year the Te Hono Māori Development team completed over 600 assessments (including 100 unresolved applications) on Whenua Māori. During January and February 2021, the last of this backlog was cleared and the team are working on applications that are current lodgements. The team has streamlined the process and committed to providing quality and timely service to our customers. To support this improved customer service, they have made a commitment to turning around any request for service within 1 day and new rate remission applications completed for General Manager signoff within 5 days.

They had 147 queries inclusive of rate remission advice for the months of January and February 2021 and 59 referrals to external agencies, mostly to the Māori Land Court for further information.





Key: MLC = Māori Land Court. TPK = Te Puni Kōkiri. MPI/MBIE = Ministries of Primary Industry and Business, Innovation and Employment.

The team now have the capacity to support Māori Economic Development on whenua. They had one Whenua Māori trust successfully apply under the Incentivising Māori Economic Development Policy to support their Provincial Growth Fund application. The team has identified several Whenua Māori blocks in need of development support, so have committed to working with these landowners to achieve their development aspirations.

Community Wellbeing

Community Development & Funding

Council and Te Puna o Kupenuku continue to work towards a mutually acceptable lease agreement. Te Puna o Kupenuku have been building their resources and Council is tidying up loose ends such as the campus security system. Both parties are committed to making this partnership work to provide training opportunities and improve the wellbeing of the people of the Hokianga.

The Kai Ora Fund opened with applications rolling in. As well as the normal on-going Kai Ora Programme activity, Council has also been working with one of the Kai Ora partners (Mahitahi Hauora) and Whangaroa Health Services Trust and Te Rununga o Whaingaroa, exploring the possibility of building a Northland Food Security Network Hub in Kaeo. The Kai Ora Fund is open until 24th March 2021.

A number of successful meetings have taken place in the Hokianga area raising awareness around the concepts of 'Localism', Integrated Planning and Communities of Interest. Meetings were held in Kohukohu, Broadwood, and Horeke. To date the community responses echo respective Community Plans and also align with Council's current work in Social Procurement.

The community located on the southern shore of Doubtless Bay (from Cable Bay to Hihi and inland) has been asked if they wish to create a Community Plan for themselves, facilitated by staff. Following several orientation meetings, a strong and resourceful working party of 12 locals has been formed to ascertain the aspirations of the community and create a meaningful plan on their behalf.

At the request of the community, the Totara North community has engaged in a fast-tracked Council facilitated community planning process. The working group is highly active and engaged with good representation from all that make up this special and diverse community. The community aim to have their plan completed quickly in order to meet Long Term Planning submission deadlines.

Staff continue to deliver on the Nothing But Net digital strategy. Connected Northland, a project promoting the online training platform Drive is about to be delivered free to all Northlanders, launching early March 2021. This is a partnership under the Northland Digital Enablement Group (Northland Regional Council, Northland Inc, Whangarei District Council and Kaipara District Council) with funding from the US State Department. The Nothing But Net strategy document has been entered into the SOLGM Local Government Excellence Awards in the Martin Jenkins Award for Better Policy and Regulation category. The award recognises the development of robust and effective evidence-based policy or strategy that has become business as usual and used a methodology that can be transferred to other local authorities. Nothing But Net ticks these boxes and more and staff view it as being a real contender.

Council has selected three Māori youth for the TUIA Mentoring programme, which is part of the 'Mayor's Taskforce for Jobs' initiative. Our candidates are Council cadets Te Oi Singh and Justine Lyden, joining Codi Clarke from Ngapuhi Iwi Social Services who is returning to the programme in a leadership role after completing the course in 2020. Candidates will be sponsored by Council to attend 5 wananga throughout the year to be held all over Aotearoa New Zealand, as well as developing a mutually beneficial mentoring relationship with the Mayor and Councillors' Moko Tepania and Rachel Smith. Our three rangatahi are grateful to be given this opportunity and believe the programme will help grow their knowledge and develop the skills they need to make positive changes for young people in Te Tai Tokerau.

Council in partnership with the Department of Conservation and Northland Regional Council has again been successful in running the Kaitiaki Program with funding from the MBIE Responsible Camping Fund. Staff were responsible for supervising the Ahipara Coastal Patrol and Te Rarawa's Ahipara Kaitiaki groups. The Kaitiaki promoted positive behaviors through advocacy and educational messaging concerning responsible camping and assisted with messaging concerning illegal rubbish dumping. They provided a positive customer experience and they were instrumental in the Civil Defence response to the fire that engulfed the Gumfields and threatened the homes of many residents. We have received excellent feedback from customers about the programme.

Staff met with the Kaitaia Business Association Chair and their Co-Ordinator to discuss the reporting requirements to the Te Hiku Community Board regarding the Business Investment District. The Kaitaia Business Association Chairperson is working in collaboration with businesses, social services, government agencies, iwi, churches, not for profit organisations, Northland Inc., the Far North District Council and Civil Defence, to name a few. The Kaitaia Business Association and the Te Hiku Community Board have a solid working relationship and we expect the Te Hiku Rejuvenation Plan to be successful, in part, because of this positive relationship.

Staff facilitated the first meeting of 2021 of the Disability Action Group. An inclusive way of working has been well received by the Infrastructure and Asset Management team who are now very much involved in the meetings, much to the delight of the Disability Action Group. Lengthy discussions were had concerning footpath health and safety issues and the disabled. We believe there will be many positive outcomes from this new way of working collaboratively.

District Planning

Development of the new District Plan

The District Plan team conducted a workshop with Elected Members on 18 February 2021 to demonstrate the new integrated digital district plan. Matters covered included the progress of plan making and use from a paper-based district plan, to an on-line accessible plan and now a full searchable e-plan product with the digital map interface.

The new e-plan format is a mandatory direction for plan making under the National Planning Standard, established in November 2019. The new district plan has been authored alongside the development of the National Planning Standard and will mean that the plan will achieve the e-plan direction well within the 5 year mandatory timeframe dictated by the Standard.

The team also covered with elected members the development of the policy framework into zone and wide provisions, plan rules and standards. Each of the key elements of the plan were framed under the context of nine separate 'Significant Resource Management Issues'. This allowed for a

direct line of understanding of why certain zones, rules and methods have been applied in order to remedy big picture problem statements.

The same organisational context will be applied during engagement on the draft district plan allowing communities to observe the cascade of problem statements to policies and methods.

Engagement scheduled for March 2021 on the draft district plan alongside Far North 2100 and the 2021-31 Long Term Plan will allow for further demonstration of the short and medium term solutions for integrated management of land and infrastructure supply for housing and business land and strategic direction for the district.

Reform of the Resource Management System

The development of the district plan is taking place against the backdrop of proposed large-scale reform of land and environmental planning legislation. The Government announced on 10 February 2021 that the Resource Management Act (RMA) will be repealed and replaced with new legislation within the current parliamentary term. The reforms are based on a 2020 independent panel review of the planning system.

The Government's aim is to introduce three new pieces of legislation aimed at improving the natural environment, enabling more development against specific environmental limits, improving housing supply and affordability, and providing an effective role for Māori.

The proposed legislation to deliver these outcomes are:

- The Natural and Built Environments Act (NBA) which replaces the RMA and will provide for land use and environmental regulation.
- The Strategic Planning Act (SPA) which will integrate with the NBA, the Local Government Act, the Land Transport Management Act and the Climate Change Response Act, and deliver regional spatial strategies
- The Climate Change Adaptation Act (CAA) which will address the complex legal and technical issues of managed retreat, funding, and financial adaptation.

The making of the new district plan continues to deliver outcomes such as local responses to growth, protection of natural resources and management of nationally important issues. These local plan making processes will continue in the near term under Schedule 1 of the RMA. The prioritised legislation in the reform package, the NBA, is scheduled for gazettal at the end of 2022. The proposed district plan will, at that time, have been notified and on the pathway to decision making, and importantly eligible to represent local issues into any new national planning regime.

Northland Forward Together

The Chief Executive's forum met 15 February and the Mayoral forum met 1 March. The key priorities for these forums remain the government waters reforms, climate change, regional economic development and further enhancements to the Northland Transport Alliance. Māori wards has also been topical and Coastal Hazards was discussed at both forums. Solid waste and recycling are also a priority due to the upcoming reforms in the sector. Three carry over projects from the previous financial year; PGF and government funding, Digital Enablement and Regional ICT continue to be progressed and monitored.

Below is a snapshot of the nine work streams and the progress that has been made since previously reported and highlight progress made over the last quarter.

	Prioritised Projects for 2020	Lead Council	Status	Key Priorities	Achievement and Actions for next 3 months
1.	Four Waters	WDC	In Progress	<ul style="list-style-type: none"> * Government Reforms and potential amalgamation * Northland Re-arrangement Option * Completion of Request For Information (RFI) 	<p>The reforms propose three tranches:</p> <ul style="list-style-type: none"> • Tranche One 2020-2021 – Council agreement to MOU, work with government, funding stimulus released to participating Councils and progress sector on entity design consideration. Government plans to introduce legislation. • Tranche Two 2021 - 2022– Councils opt into to multi-regional groupings and commence re-establishment planning and the release of further stimulus funding. • Tranche Three 2022 - 2023 – Formation of new entities and a further release of stimulus funding. <p>The three Territorial Authorities in Northland have signed up to Tranche One and submitted their Delivery Plans to CIP.</p> <p>The three Northland territorial authorities are working hard to fulfil the requirements of the RFI process – a considerable amount of work that will provide in-depth analysis for investment. Far North and Whangarei are undertaking a more detailed RFI than Kaipara. At this stage there is reasonable confidence that the governments deadline for information provision has been achieved.</p> <p>In December 2020 Northland Territorial Authorities senior infrastructure managers together with Rationale consultants undertook a two day Investment Logic Mapping (ILM) exercise to explore water services delivery options for Northland.</p>
2.	Refining the Northland Transport	WDC	In Progress		<p>Previously this item had focussed on ICT improvements. Following the NTA workshop held on 6 August, the NTA Delivery Model Improvement Plan was developed and</p>

	Alliance (NTA)				<p>presented to, and endorsed by, the NTALG at the November 2020 meeting (09/11/2020). The improvement plan covers off 8 primary, and 3 secondary, work streams being:</p> <ul style="list-style-type: none"> • Primary Work Streams: <ol style="list-style-type: none"> 1. Formalisation of NTA Contract Agreement 2. People & Capability 3. Health & Safety 4. IT Development 5. Branding 6. NTA Reporting 7. Procurement & Work Delivery 8. Resource Review • Secondary Work Streams <ol style="list-style-type: none"> 1. Financial Management (SSBU) 2. Financial Management (Operational) 3. Staff Engagement <p>An overview of the Improvement Plan and Work Streams was provided to each Council Leadership team and key work stream contributors through December 2020.</p> <p>Work has commenced on Work Streams 3, 4, 5 and 8 plus sub-streams 1 and 3. A full progress update will be provided to the NTALG at the February 2021 governance meeting.</p> <p>Suggested that once the formal report is approved and a new contractual agreement entered into, there are a series of meetings with Calvin, Chris and Jason with the Chief Executives and the key business support staff where obligations from both sides will be discussed.</p>
3.	Climate Change	KDC	In Progress	<p>*Inter-Council Joint Standing Committee *Adaptation Strategy *Hazard mapping including coastal erosion and flooding</p>	<p>Key areas of work for Climate Adaptation Te Taitokerau (joint staff working group - CATT):</p> <ul style="list-style-type: none"> • Developing a regional adaptation strategy focussed on working with communities on long-term climate change adaptation • Drafting supporting strategy documents including a regional climate change risk assessment, local government adaptation toolbox, and adaptive pathways program scope and adaptation plan • Ensuring consistency in LTP proposals regarding CC adaptation • Supporting the establishment of the Joint Committee on Climate Change Adaptation • Providing feedback to central Government on climate change initiatives (such as the National

					<p>Climate Change Risk Assessment and National Adaptation Plan).</p> <p>The groups key current focus is the development of a regional adaptation strategy. The regional Adaptation Strategy is now in the early stages of development and will ultimately outline a ten-year work program to develop adaptation plans for key locations across the region. The strategy will pull together information from a series of technical reports covering a climate risk assessment (climate risk overview; coastal hazard risk analysis, adaptation options for local government and a 10-year adaptation plan (including adaptation methods, program scope, priorities and timeline).</p> <p>Part one of the regional climate change risk assessment (an overview of climate risks in Northland) is being drafted by NRC and reviewed by CATT members. It is on track to be released as technical report in early 2021. This report will be followed by a coastal risk analysis and risk profiles, using updated coastal hazard mapping undertaken by NRC. These hazard maps cover coastal erosion and coastal inundation mapping with several sea level rise scenarios/timeframes. The full adaptation strategy is expected to be delivered as a digital resource in late 2021.</p> <p>The adaptation strategy is in alignment with, and in support of, individual council's efforts to resource adaptation planning in their rohe. Adaptation planning projects are unlikely to get underway before the beginning of 2022, with additional resources expected for each council mid 2021 allowing a 6-month planning window prior to community engagement.</p> <p>In parallel to the adaptation work of CATT, NRC are publishing new coastal hazard maps for consideration in the RPS and district plans. Workshops with each council to review the maps are scheduled for February and March. Maps are set to be released in early April. The timing aligns with district plan reviews by FNDC and WDC.</p> <p>CATT is driving the establishment and providing administrative support for a regional governance structure for climate change adaptation involving councillors and tangata whenua. All councils have now approved the ToR and nominated representatives to the Joint Committee on Climate Change Adaptation. Scheduling is underway for the first hui, which will likely take place in March or April, pending representative availability.</p>
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					MfE are currently engaging with local government regarding risk assessment methodologies and the upcoming national adaptation strategy and national adaptation plan. CATT members are participating in these hui and are key players in developing inter-regional cooperative adaptation knowledge-sharing.
4.	Regional Economic Development	NRC	In Progress	*Re-organisation of Northland Inc. to a Regional Joint CCO	<p>NRC, KDC and FNDC staff have been working together to coordinate text for their respective LTP consultation documents.</p> <p>NRC has established the Regional Economic Development Service Delivery Working Party which has two elected members from each of the three councils. It is chaired by NRC Cr. Justin Blaikie. The Working Party has two objectives: to provide advice to NRC on Northland Inc.'s Statement of Intent 2021-2024 and the appointment of three directors to Northland Inc. commencing 1 July 2021. The Working Party has met twice, providing input into a letter of expectations sent by NRC to Northland Inc, regarding the SOI 2021-2024. A draft SOI will be provided by Northland Inc. before 1 March. A timetable for undertaking the process of advertising, interviewing and selecting three directors has been agreed and implemented.</p> <p>Documentation required for moving to joint ownership of Northland Inc. (e.g. shareholder agreement, changes to Northland Inc. constitution) is being drafted by lawyer</p>
Projects carried over from 2019					
5.	PGF and CIP Funded Projects	FNDC	In Progress	*Securing PGF funds for strategic projects and projects that enable employment creation and sustainability.	<p>On 1 July 2020, government announced \$150M for Northland Infrastructure "Shovel Ready" Projects, with further announcements made up until central government elections. A schedule of the projects and the funding allocation is attached.</p> <p>The focus once a Labour-government was announced was on getting the PGF funding agreements signed. This is now complete and projects into delivery phase with milestone reporting underway.</p>
6.	Digital Enablement	FNDC	In Progress		Jude Thompson, TTNEAP Portfolio Manager, is the new Chair of the DEG. The group met on Dec 3rd 2020 to finalise the launch of the 5th annual 2020-21 Northland Broadband Speed Test and the plan the Connected Northland regional online learning programme, funded by the US State Department and FNDC and launching in March 2021. Over 100 people have completed the survey and there is still one month before it closes. A quick scan of results shows upload speeds are very slow across the region. The group agreed NRC would

				<p>draft a letter to Crown Infrastructure Partners questioning the slowness of the WISP build in Northland – and whether this was still a good use of funds with the much improved satellite technology now available and other networks coming on line in the near future e.g. Starlink. An additional request, outside of the DEG meeting, has been made by FNDC to NRC to include the lack of coverage on the Pou Herenga Tai Cycle Trail. In the letter. The trail is supposed to be a priority area in the RBI build but as yet nothing has progressed. The DEG discussed the possibility of the Far North Nothing But Net Digital Strategy (or parts of it like the Goals) being adopted at a regional level,. The strategy is being submitted to the SOLGM Awards by FNDC.</p>
7	Regional ICT	FNDC	In Progress	<p>Limited activity/progress has been occurred with the end of year processes and LTP planning occurring across all Council teams.</p> <p>One area of activity has progressed is supporting the Northland Transport Alliance (NTA) migrate the individual team members into a single Microsoft 365 environment. This is planned to rollout during Feb/March 2021.</p> <p>One of the ongoing focus areas has been how each Council is able support the various stages of 'working from home' or hybrid working due to COVID-19. Each Council is working at various speeds and priorities depending on the operating model moving forward.</p> <p>Alignment to some of the tools and learning are being shared with a view to support each other moving forward given the variation of where each Council is at.</p> <ul style="list-style-type: none"> • Mobility as a Service – NRC has completed this work with Spark for their mobile fleet and this is being used to help other Council to adopt a similar service. <p>FNDC and WDC are now progressing with planning for moving into this service following on from the learnings from NRC.</p> <ul style="list-style-type: none"> • Following 2020 'new normal' activities, Cyber Security and ICT Security have become a key focus area for all the Northland Councils. FNDC, WDC and KDC are all working through this industry framework. <p>This work is aligned to the Association of Local Government Information Managers (ALGIM) cyber</p>

					<p>security framework, audit and benchmarking process that is being delivered by a NZ based company called SAM for Compliance.</p> <ul style="list-style-type: none"> 'Northland Digital Collaboration Alliance' has yet to be developed into a working model. This will be a focus during 2021. The focus will be to support each Council particularly with the 'new normal' that we are all operating under.
Projects with a watching brief/ awaiting prioritisation					
8.	Solid Waste Re-cycling	WDC	In Progress	*Agility to ongoing changes to the re-cycling market and central government policy	<p>Ongoing changes in the market and central government policy related to solid waste and recycling requires that the TAs in the region keep a 'watching brief' on progress nationally to see where the opportunities and risks emerge.</p> <p>Currently any collaboration on solid waste issues across Northland is done on an ad-hoc and informal basis. To maximise to the limited resources available to individual Councils and to take advantage of the efficiencies gained from taking a regionally consistent approach it is worth exploring regional collaboration opportunities. To this end a meeting of the Council staff involved in solid waste from each of the four Councils was held on the 7th December 2020.</p> <p>The meeting confirmed some significant differences in the way that each council approaches the provision of solid waste services.</p> <p>It was agreed that there would be some value in identifying common ground where we can collaborate particularly in order to access central government funding for solid waste infrastructure.</p>
8.	Libraries	All	Lower Priority		Requested by the Mayoral Forum as a regional opportunity. This has been noted as a lower priority and there is no update to date.

Corporate

Transformation and Assurance

Audit and Assurance

The Internal Audit and Assurance Programme for the 2021 calendar year has been rescoped to incorporate the findings of recent external audits and approved by SLT. The Programme will be presented to the Assurance, Risk and Finance Committee along with the refreshed Audit Recommendations Register.

Risk

Regular reporting, to the Assurance, Risk and Finance Committee, on the top organisational risks and their treatment plans continues.

Three risk progress reports were included in the February 2021 Risk Management Report to the Assurance, Risk and Finance Committee. The Risk Progress Reports on ARF003 Health Safety and Wellbeing Vulnerabilities, ARF006 Projects Priorities Delivery Delays and ARF012 Contract Management were presented.

Four risk progress reports with treatment plan updates are being prepared for the meeting of the Assurance, Risk, and Finance Committee in March. These updates are for ARF001 Climate Change Risk, ARF004 Asset Management Risk, ARF010 Customer Service Delivery Risk and ARF013 Drinking Water Resilience Risk.

We have successfully tested and implemented a process for decision-making on demoting a risk from the Top Organisation Risk Dashboard. Two recommendation reports have been presented, and accepted, by the Assurance, Risk and Finance Committee resulting in the demotion of both the ARF008 Civil Defence and ARF002 Building Consents – BCA status Risks from the Top Organisation Risk Dashboard. A recommendation, to demote ARF011 Organisational Cohesion Risk, from the Top Organisation Risk Dashboard will be made to the Assurance, Risk and Finance Committee in March.

We also completed the truncated December risk workshop in February, confirming the 2021 risk work programme for the Assurance, Risk and Finance Committee.

Finally, we are presenting an information report, to the Assurance, Risk and Finance Committee, in March to provide Elected Members a risk progress report on the risks associated with the programme of the externally funded “shovel ready” projects that form part of the Governments economic response to the COVID-19 pandemic.

Transformation

The Creating & Enabling Great Workplaces Programme entered an 'Implementation' phase in January/February 2021. The official commencement date of 2 February 2021 for the new operating model has been followed with a clean out of all paper-based files across the organisation with teams either archiving, digitising or removing where appropriate. This has enabled the re-design of key spaces on the Level 1 Annex in headquarters Kaikohe and Level 2 in JBC, Kerikeri. Permanent office-based staff have now been allocated their desk spaces across all sites including Kaitaia.

A Councillors Lounge in Kaikohe was opened in February. For staff, Level 1 Annex in Kaikohe has been developed into a collaborative space and key hub for hybrid workers. Using existing furniture and some new office and IT equipment, this space will launch in early March. Level 2 JBC, Kerikeri will also benefit from a less intensive refit and launch in mid-March.

Digital Information Services

Executive Summary

The start of 2021 has seen several work stream activities gaining steam as we undertake the delivery of work for 2021.

One of the key focus activities for 2021 has been to ensure that the Digital Information Services department has adapted like the rest of Council with the various changes that occurred during 2020. Particularly our now permanent operating rhythm of working from home for a significant number of staff.

The first was the results of the internal ICT Satisfaction survey that was commissioned via the Association of Local Government Information Managers (ALGIM) and allow for Council to be benchmarked against other Councils in New Zealand. The second was the ALGIM ICT Cyber Security Audit which was well received by the committee given the changing landscape of how Council is operating since COVID-19 lockdown in March. Both activities will be key to the future workplans within the team.

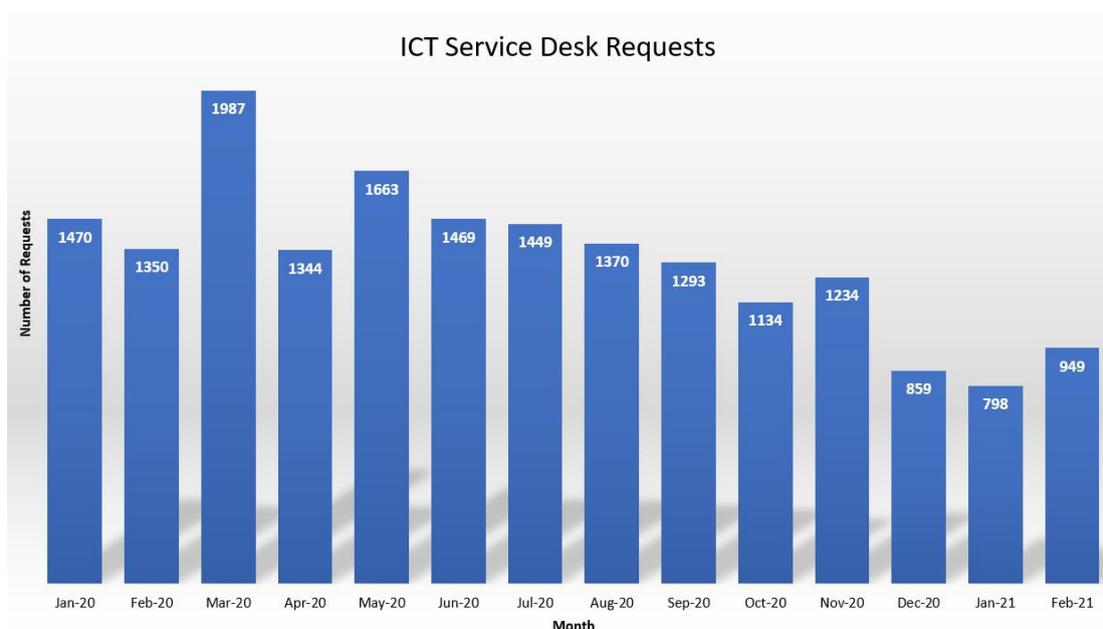
Additional work has been progressing with support and deployment of the Creating and Enabling Great Workplaces programme with the new year deployment and configuration of new spaces in Kaikohe, Kerikeri and Kaitaia. This work has entailed deployment of new equipment and Teams rooms options to support the hybrid model.

A new operational planning process has been established to support current and future programmes of work and activities. The department is very mindful that we are in a position where we are not wanting to lose the gains created during 2020 as well as developing our new operating rhythm to ensure delivery of our work programmes.

ICT Operations and Delivery:

ICT Service Desk Requests

The number of ICT Service Desk requests received during the January-February 2021 period was 1,747. This number is down from 2,095 which were received in the November-December 2020 period. The number of outstanding requests yet to be resolved is 367.



External Phone Calls via Microsoft Teams

Work has further progressed to migrate external phone calls (making and receiving) from Skype for Business to Microsoft Teams. The initial technical configuration and testing has been completed by Spark and our ICT team. Twenty 'Early Adopter' staff have been moved over to Teams and are undertaking testing before it is rolled out to the rest of the Council staff. This project is due to be completed in March/April 2021.

Contact Centre Phone System Project

Work is currently underway with Datacom to migrate the existing Contact Centre phone system Genesys PureConnect, to a new cloud-based SaaS (Software as a Service) system called Genesys Cloud. This will provide a better customer and employee experience and will integrate with Microsoft Teams. The new platform will also provide great options for remote working should future lockdowns or significant events affect the contact centre team currently based in Kaikohe. The system is currently being configured whilst we wait for hardware to be delivered.

Library RFID Project

Work has progressed on the project to set up RFID (radio-frequency identification) tags in library books to enable the use of self-service kiosks in our Libraries. The ICT team have been testing software and a range of hardware devices to ensure the required expected level of performance and quality is achieved.

ICT Equipment

The ICT team have been working on fitting out the new Cloud space in Kaikohe with computer equipment. This has involved setting up 55 desks with dual monitors, docking stations or thin client computers, keyboards and mice. Three meeting rooms and one large workshop space is also being set up with Microsoft Teams enabled audio visual equipment.

External Email Warning Message

In mid-February we implemented a warning message that is displayed at the top of emails that are received from an external email address. The purpose is to highlight that the email has been sent from an email address outside of FNDC and extra caution should be taken before clicking on any links or opening any attachments.

CAUTION: This email originated from outside Far North District Council.
Do not click links or open attachments unless you recognise the sender and know the content is safe.

Multi Factor Authentication (MFA)

MFA has been rolled out to all FNDC staff and will also be rolled out to contractors shortly. We are using the Microsoft Authenticator app which is installed on your smart phone or a hard token can be supplied if necessary.

MFA is used to ensure that when you log into a computer system you are who you say you are, by requiring at least two pieces of evidence to prove your identity. It adds a layer of protection to the sign-in process and reduces the risk of unauthorised access to sensitive data.

Cybersecurity Awareness Programme

We have purchased an online Cybersecurity Awareness Programme from SSS (IT Security Specialists) and ALGIM that will be rolled out to all staff and elected members. Attackers are always looking for a way into Council systems, which is why it is important for everyone in our organisation to have a good awareness of information security. Communications will go out to all staff over the next few weeks.

Antivirus Software Health Check

We have recently completed a health check of our antivirus software (Trend Micro) to ensure the configuration is set optimally and is performing effectively against an ever-growing variety of threats.

Data Insights and Programme Delivery:

Online Services

The following functionality has been made available and in use by customers, LIM Requests, 'MyFNDC' for customer RFS, infringement payments, registrations, mobile inspections RFS (internal users), building and resource consent applications. An initiative encouraging building and resource practitioners to become registered customers so that they can lodge building and resource applications online is underway.

The online payment of rates and water rates was released in January ready for payments in quarter three. Publicity is planned in quarter four when this new system is well bedded in. This publicity may include modifying the printed and electronic rates bill. This is the most effective way to communicate information about rates payment options to the target audience.

The mobile inspection functionality for hairdressers and mortuaries has recently been released and is now in production including end to end digital process for Admin, Inspectors and customers. Training has been provided to all inspectors using the new tablets. Analysis for food business inspections has started, with a solution to automatically update inspection results to MPI likely.

An events management solution has been built and is being tested by the business. This will allow applicants to apply for licenses and permits in order to organise events. Dog re-registration is awaiting testing prior to a soft launch. An approach for permits and licenses has been developed with preliminary scoping planned for mid-March.

The process for handling Online Services enhancement requests has been documented and a solution has been developed, the current backlog of enhancement requests is being evaluated and considered as items for online services stage 5 using this solution.

Support of the CRT due to changing COVID alert levels continue to impact the delivery of solutions.

Upgrade Programme

A draft programme of work that covers software and hardware security updates has been developed to ensure a regular schedule and release programme. This has been planned with consideration to significant business activities such as rates strike, financial year end and long-term plan consultation.

Enterprise Data Warehouse (EDW)

A considerable period has been spent planning and developing a design that will not only meet current reporting requirements but also allow for future needs. The agreed solution follows industry

standards and best practices. Training and education of the internal team on enterprise data warehouse concepts and best practice continues as needs are identified.

The data vault, a core component of the data warehouse, has been constructed and handed over to SQL Services as the foundation for the data warehouse. Work will commence in the second week of March on the schema for building consents and Vision 2020.

Electronic Document Delivery

The Electronic Document Delivery enhancements that allow for form letters and other information to be directly emailed from Pathway has progressed well.

The training of staff in the management of the process has been completed and complementary manuals and guides published for them to use. One on one training sessions with staff around how to set up email as a preferred delivery method and how to prepare templates have also been completed.

Where appropriate, the form letters confirming a customer's decision to use email delivery have been produced and staff trained in their use.

Information Management:

Property File ePathway Applications



Objective Support

Support requests resolved: 177

Files and folders created and approved: 201

Objective users' changes/movements: 99

New User setup/staff movements: 20

Northland Information Management Professionals (NIMP)

NIMP was established in 2012 to bring together the information management professionals from the various Northland councils and provide networking, support, collaboration and learning opportunities. The first quarterly meeting of 2020 was hosted by WDC on 12 January. Matters discussed included:

- NTA SharePoint project
- New ISO standard for an IM management system
- NRC Objective migration
- KDC SharePoint taxonomy
- WDC in-house scanning bureau

The next meeting will be hosted by FNDC on 7 May

Archives NZ Annual Report

On 19 February Archives NZ released their annual report on the state of Government recordkeeping, including the collated results of their annual survey. The report reflects on the challenges of recordkeeping in the face of COVID-19, highlights where improvements are needed and where Archives will focus efforts in the coming year.

Business Intelligence and GIS:

Enterprise Data Warehouse Workshops

Work on the Data Vault in preparation of the new warehouse has been completed. The build has been handed over to our vendor for the creation of the Datawarehouse.

Ci-Anywhere Finance

Key user training on Data Analytics, Reporting and Accounts Payable has been completed in preparation for the upgrade to Ci-Anywhere.

Ci-Anywhere Human Resources:

Ci-Anywhere key processes have been configured ready for business training and Phase 1 go-live 6 April. This includes:

- System configuration, design, testing and implementation of the Recruitment module (previously done via Scout)
- Preparation for development and automation of forms and approvals, replacing existing business processes.
- Classification and documentation of FTE operational movements, reconciliation, and detailed reporting
- Preparation for the automation of the resignation process, associated tasks, and internal communication

Geospatial Information Services:

Water Scheme Modelling (IAMS)

A consolidated dataset that is secure and dynamic for one of our external vendors Morphum for the water scheme modelling has been created. This enabled the vendor to use our GIS self-service portal and extract data as needed with the project.

Flood Modelling (IAMS)

A consolidated dataset that is secure and dynamic for one of our external vendors GHD for flood modelling has been created. This enabled the vendor to use our GIS self-service portal and extract data as needed with the project.

Supporting District Administration/Democracy Services with the Representation Review

A detailed subdivision boundary maps showing roads/rivers/properties on the boundaries has been created so that Community Board Members have a clearer understanding of their subdivision area.

Putting together maps and data from various sources to show outcomes of boundary amendments during consultations.

Generally, to create a visual display of a suggested boundary change and the consequent impact of the change on population numbers and representation ratios.

Supporting District Planning with the District Plan Review

We are receiving draft maps from consultant, tidying them up to FNDC GIS and record-keeping requirements, checking they meet Ministry for the Environment 'National Planning Standards' criteria and adding them to the District Plan ePlan (ISOvist).

This process ensures that FNDC fulfils MfE/RMA requirements and appropriate record management policies.

Operational Financial Performance - As at 28 February 2021

Whole of Council Statement of Operational Financial Performance for the period ending 28 February 2021	Year to date			Actual s YTD as a % of Total	Actual s YTD as a % of Annual	Full gear		
	YTD Actual \$000's	YTD Budget \$000's	Variance \$000's			Total Annual Budget \$000's	Total Annual Forecast \$000's	Forecast Variance \$000's
Operations								
Operational income								
Rates - general (excl water supply rates)	59,795	59,684	112	67%	67%	89,525	89,525	0
Rates - penalties	586	1,555	(969)	28%	28%	2,073	2,073	0
Fees & charges (inc water supply rates)	12,020	12,177	(157)	70%	71%	17,059	16,904	(155)
Central govt subsidies - operational	6,946	6,923	23	64%	60%	10,825	11,541	716
Other income	4,531	1,832	2,699	123%	68%	3,686	6,701	3,015
Capital income								
Central govt subsidies - new works	3,407	4,712	(1,305)	36%	30%	9,354	11,504	2,151
Central govt subsidies - renewals	8,534	11,871	(3,337)	49%	58%	17,378	14,591	(2,787)
Other contributions	13,840	0	13,840	0%	35%	0	39,156	39,156
Development contributions	0	0	0	0%	0%	0	0	0
Total operating income	109,659	98,754	10,905			149,901	191,936	42,035
Operating Expenditure								
Payroll related costs	19,751	19,913	162	65%	65%	30,452	30,471	(19)
Other staffing related costs	1,104	1,368	264	51%	51%	2,181	2,152	29
General expenses	5,116	6,869	1,752	53%	53%	9,691	9,696	(6)
Rate remissions	1,684	1,891	207	75%	75%	2,257	2,257	0
Contractor & professional fees	32,455	32,783	328	62%	56%	52,442	57,879	(5,437)
Grants and donations	1,250	1,153	(97)	76%	75%	1,647	1,677	(30)
Allocations (direct and indirect)	0	0	0	0%	0%	(0)	(0)	0
Interest costs	890	1,143	254	52%	52%	1,715	1,715	0
Sub-total	62,250	65,120	2,870			100,384	105,846	(5,462)
Depreciation and other asset costs	22,741	23,097	356			34,645	34,645	0
Gain/Loss on Disposal	(20)	0				0	0	0
Total operating expenditure	84,971	88,217	3,226			135,029	140,491	(5,462)
Net operating surplus/(deficit)	24,688	10,537	14,151			14,872	51,505	36,633

Statement of Capital Financial Performance for the period ending 28 February 2021	Year to date \$000's			Actual s as % of Total Budget	Actual s as % of Annual Foreca	Full year \$000's		
	YTD Actual	YTD Total Budget	Variance			Total Annual Budget	Total Annual Forecast	Forecast Variance
Capital Works								
District Facilities	3,656	3,483	(173)	21%	13%	17,059	28,789	(11,730)
Stormwater	846	882	37	46%	52%	1,844	1,636	209
Solid Waste	23	96	73	6%	5%	421	426	(5)
Wastewater	3,808	6,747	2,939	33%	33%	11,696	11,552	144
Water Supply	2,027	5,026	2,999	31%	18%	6,549	11,209	(4,659)
	10,361	16,234	5,873	28%	19%	37,570	53,611	(16,041)
Roading & Footpaths	22,689	24,361	1,672	50%	35%	45,362	64,135	(18,773)
Other								
Environmental Management	836	1,080	244	44%	29%	1,914	2,914	(1,000)
Governance & Strategic Administration	2,422	1,279	(1,143)	57%	56%	4,286	4,357	(70)
Customer Services	439	533	94	30%	28%	1,467	1,557	(90)
Strategic Planning	0	0	0	0%	0%	0	40	(40)
Total Capital Works	36,746	43,486	6,740	41%	29%	90,599	126,613	(36,015)

Capital Spend Analysis

as at 28-Feb-2021

LTP Group	YTD (\$000's)		Full Year (\$000's)							
	YTD Actual	Commitments	LTP Budget	Carry Forward Budget	Total Annual Budget	Actual vs Budget %	Total Annual Forecast	Actual vs Forecast %	Forecast vs Budget %	Forecast vs Budget Variance
District Facilities	3,250	3,890	9,361	4,031	13,392	24.3%	13,010	25.0%	97%	(382)
Wastewater	3,808	2,946	4,936	6,760	11,696	32.6%	11,552	33.0%	99%	(144)
Water Supply	963	1,567	1,935	1,950	3,886	24.8%	3,827	25.2%	98%	(59)
Stormwater	846	84	1,179	666	1,844	45.8%	1,636	51.7%	89%	(209)
Solid Waste	23	93	325	96	421	5.5%	426	5.5%	101%	5
Project Delivery Team Subtotal	8,890	8,580	17,737	13,503	31,240	28.5%	30,451	29.2%	97%	(789)
Roading & Footpaths	17,929	20,243	37,388	7,974	45,362	39.5%	42,466	42.2%	94%	(2,895)
IAM Total	26,819	28,823	55,125	21,477	76,601	35.0%	72,917	36.8%	95%	(3,684)
Environmental Management	754	912	0	1,182	1,182	63.8%	1,471	51.3%	124%	289
Governance & Strategic Administration	2,422	819	2,334	1,952	4,286	56.5%	4,357	55.6%	102%	70
Customer Services	439	66	533	933	1,467	29.9%	1,557	28.2%	106%	90
Strategic Planning	0	0	0	0	0	0.0%	40	0.0%	0%	40
Other Total	3,615	1,797	2,867	4,067	6,934	52.1%	7,424	48.7%	107%	490
Sub Total	30,434	30,620	57,992	25,544	83,536	36.4%	80,342	37.9%	96%	(3,194)
DIA Projects										
Water Supply	1,064	512	2,560	103	2,663	40.0%	7,381	14.4%	277%	4,718
Wastewater	0	0	0	0	0	0.0%	0	0.0%	0%	0
Stormwater	0	0	0	0	0	0.0%	0	0.0%	0%	0
Total DIA Projects	1,064	512	2,560	103	2,663	40.0%	7,381	14.4%	277%	4,718
ESEO Projects										
District Facilities	406	696	3,667	0	3,667	11.1%	15,779	2.6%	430%	12,112
Environmental Management	82	28	0	733	733	11.1%	1,443	5.6%	197%	711
Roading & Footpaths	4,760	7,987	0	0	0	0.0%	21,668	22.0%	0%	21,668
Total ESEO Projects	5,248	8,710	3,667	733	4,400	119.3%	38,890	13.5%	884%	34,491
Total	36,746	39,843	64,219	26,380	90,599	40.6%	126,613	29.0%	140%	36,015

Comments:

The 'Total Annual Forecast' is what is expected to be spent by 30 June 2021.

Achieved for the year: As at 28 February 2021 the operational surplus, which excludes capital income, is \$21.6 million against a planned \$17.1 million. The Operational budget variance is therefore a 27% surplus. However we have received considerable income in relation to ESEO and 3 water reform that is not in the budget, if these are excluded the variance drops to 20% surplus.

Major savings are in general expenses for provision for doubtful debts which is an annualised process and savings in contractor & professional fees with a number of consultants have not yet been engaged across the organisation.

We are currently tracking above the forecasted position in operational income. This is due to PGF funds received for Lake Omapere for de-mobilisation costs, operational subsidy received to support capital projects and MBIE grant for Te Tai Tokerau Worker Redeployment programme. Furthermore, we have received half of the Ministry of Business, Innovation & Employment grant for Twin Cost Cycle Trail and a NZTA subsidy for the July storm event.

The Forecast Variance for Contract Professional Fees is broken down as per below table.

Funded by:	Forecasted Overspend
PGF	881
ESEO	1,421
DIA - 3W Reform	1,410
NZTA	453
MBIE	(1)
FNDC	1,273
Total	\$ 5,437

Operations

Contact Centre / Service Centres

- 25.06% decrease in financial interactions at Service Centres (2,888 down from 3,854)
- 10.50% decrease in calls to the Contact Centre (12,522 down from 13,992)
- 170.43% increase in AskUs emails received (11,799 up from 4,363). The large increase was due to a technical issue which dumped approximately 7,000 'no reply' emails into the AskUs email inbox. Staff had to sort through them and delete them.
- 0.15% increase in building inspections booked (662 up from 661)
- 25.09% decrease in visits to Service Centres (5,840 down from 7,796)

i-SITEs

- 46% decrease in visitor numbers (49,790 down from 92,502)
- 22% decrease in retail revenue (\$28,582 down from \$36,833)
- 53% decrease in transaction spend (\$43,720 down from \$93,230)
- 42% decrease in transaction numbers (12,726 down from 22,134)

Libraries

- 5.1% increase in digital library use (from 104,829 to 110,152), reflecting increased range of resources and summer borrowing growth.
- 0.8% decrease in book checkouts (64,476 to 63,973), reflecting steady book borrowing during the holiday period and a short month.

Regulatory Services

Environmental Services

A total of 1,311 Requests for Service (RFSs) were received and 1,355 RFSs were closed during the January/February period for Environmental Services.

Animal Management

The Animal Management team received a total of 656 RFSs during January – February 2021. Over 60 more than for the previous two months. This is reflective of more people out and about with dogs over the summer holiday period. This increase added pressure to staff meeting response times over the holiday period, dropping to 88% of RFSs responded to on time overall for this period compared to 96% in the second quarter.

For the 2020/2021 registration period, there are now nearly 8,050 dogs registered. This figure is made up of renewed registrations and new dog registrations. The team is still working through a follow-up program for unregistered dogs and updating the data base.

61 dogs were impounded across the District during the January/February period, with 10 dogs rehomed through the Council's website.

Good progress has been made on the Northern Animal Shelter in Kaitaia, due for completion in June 2021. The Southern shelter site design is nearing completion and preparations are now in place to remove buildings by tender to clear the site.



Environmental Health and Monitoring Compliance

A total of 21 food business verifications were completed and 31 proactive alcohol license Good Host Visits (GHV) were conducted in January and February 2021, with 60% of all licensed premises in the District having had GHV's.

These lower numbers are due to the team also focusing on health inspections for hairdressers, campgrounds and mortuaries during December and January. During this period the team completed a total of 74 health inspections. Food verifications resumed in February 2021.

A total of 233 noise complaints were received in the January/February period. With 141 received in January. This is reflective of the busy holiday festive season. Response rates have improved in February, (92%) compared with 77% in January.

The Parking Warden duties have been shared across the Monitoring and Compliance Officers on a mostly reactive basis during January and February while recruitment for a new Warden was underway. Over this period only two infringement notices have been issued to the value of \$100. There were only six RFSs regarding parking concerns received across the district during this period. A new Warden started on 22 February 2021 and is currently undergoing training.

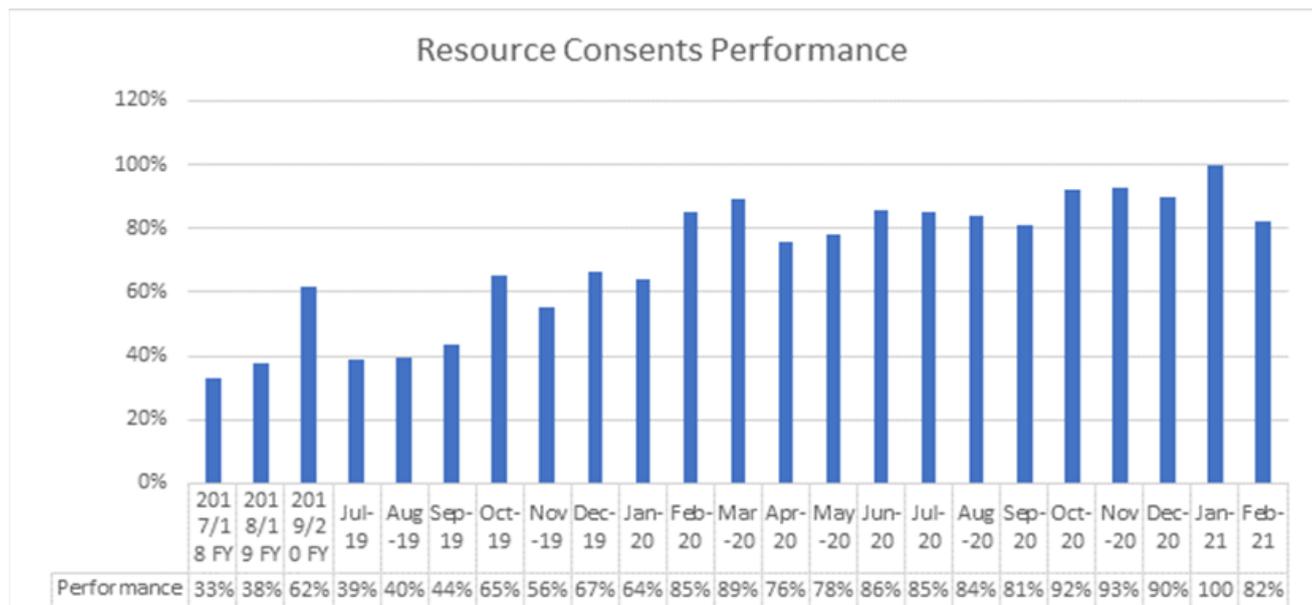
Resource Consents Management

Only 74 resource consent applications were received over the January/February period. These numbers are considerably lower than previous two months (151) due to the holiday period through January and statutory time clock stopping between 20 December 2020 and 10 January 2021.

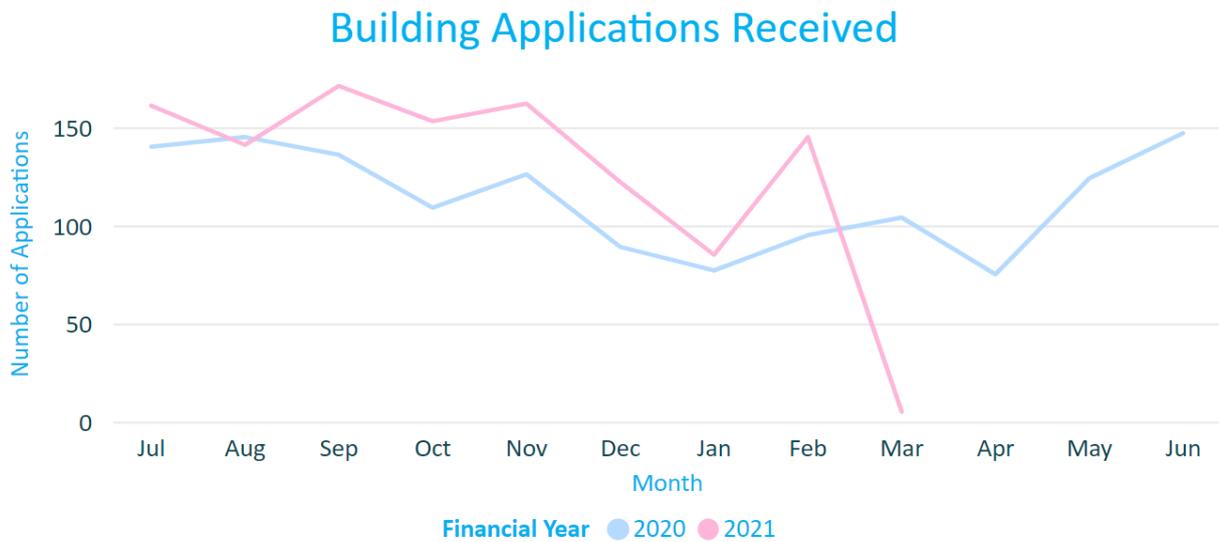
The upward trend in consents being processed within statutory timeframes has been maintained

and in January the team achieved 100% of all consents processed on within statutory time frames. February's drop was due to six out of 33 consents going over time. Five of the six applications that went over were applications that were received during lockdown and delays in obtaining engineering advice regarding transport and stormwater matters on time.

Discounts applied to consent processing for 2020/2021 to the end of February is \$41,734.99. For the same period last year there had been \$176,299.82 applied. This amount is reflective of meeting statutory time frames.



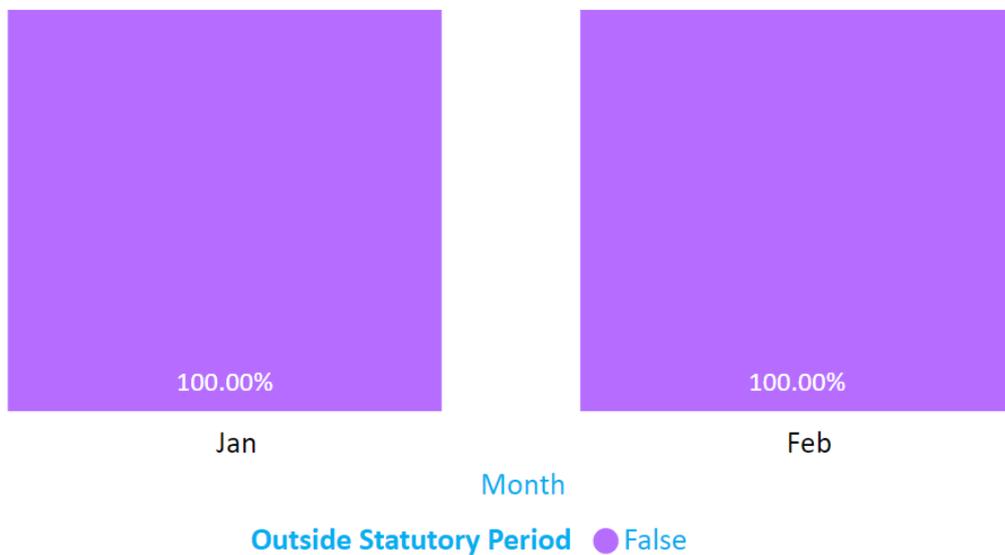
Building Consents Management



Consents received for January (85) and February (145) were higher than last year for both months.

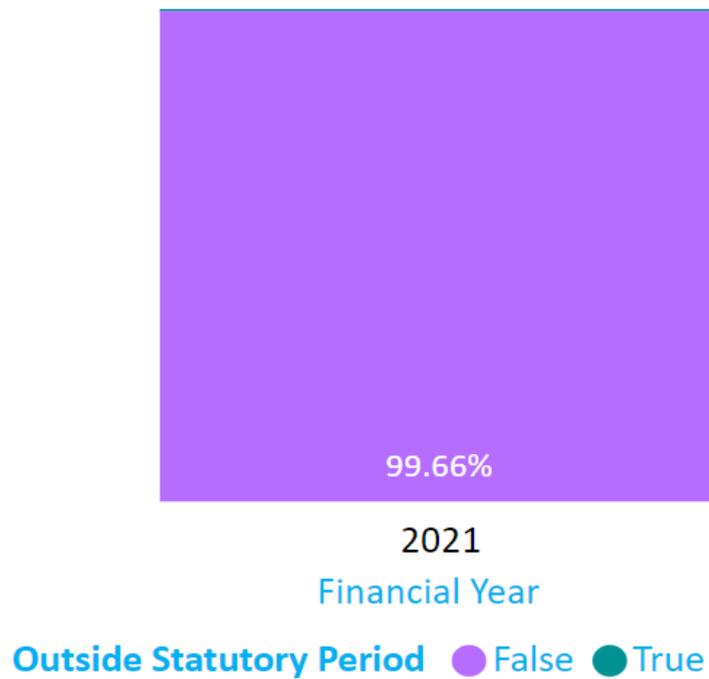
Building consent 20-day compliance rates for January and February.

Granted or Refused Within Statutory Period

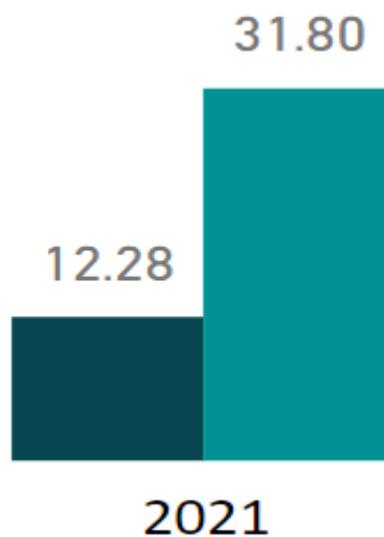


The BCA issued 165 building consents during the same period.

Granted or Refused Within Statutory Period

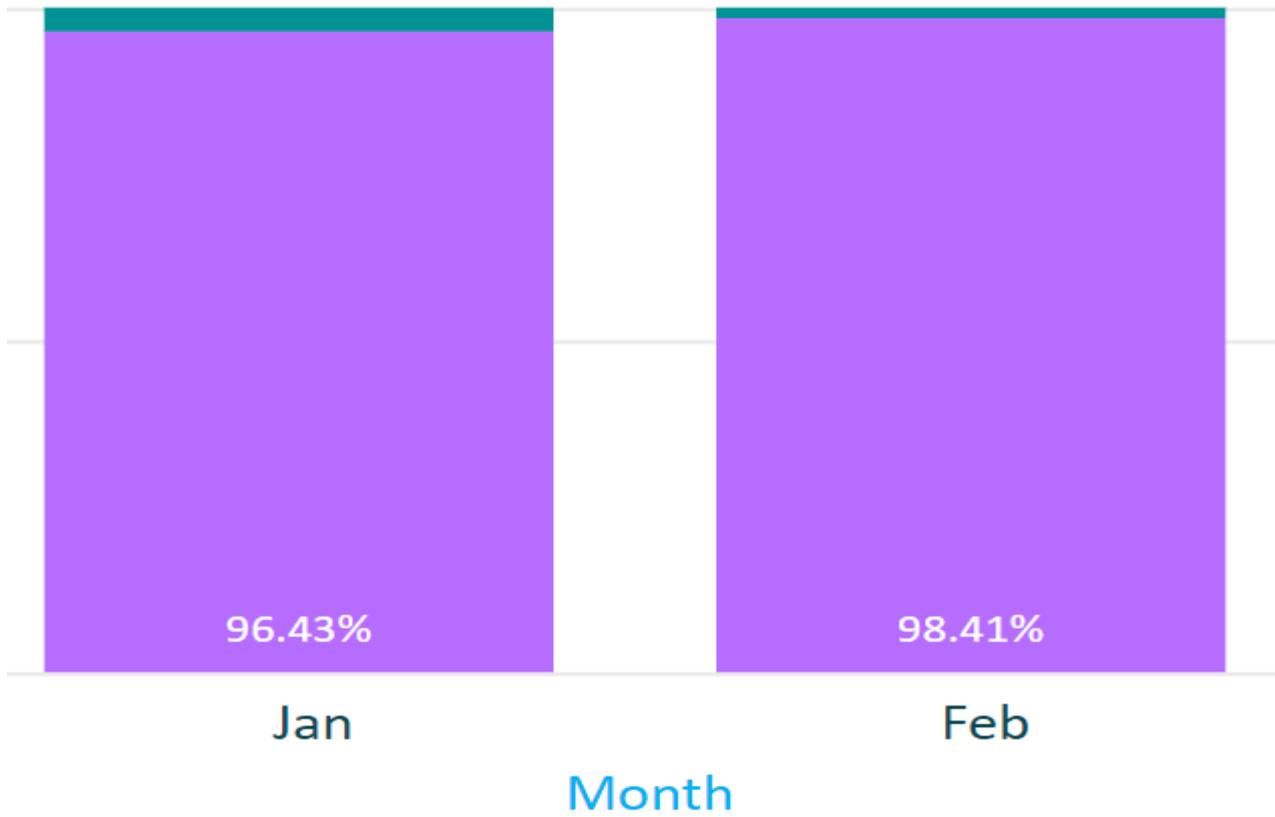


99.66% of building consents were issued within the legislative timeframe of twenty working days during the 2020/21 Financial Year.

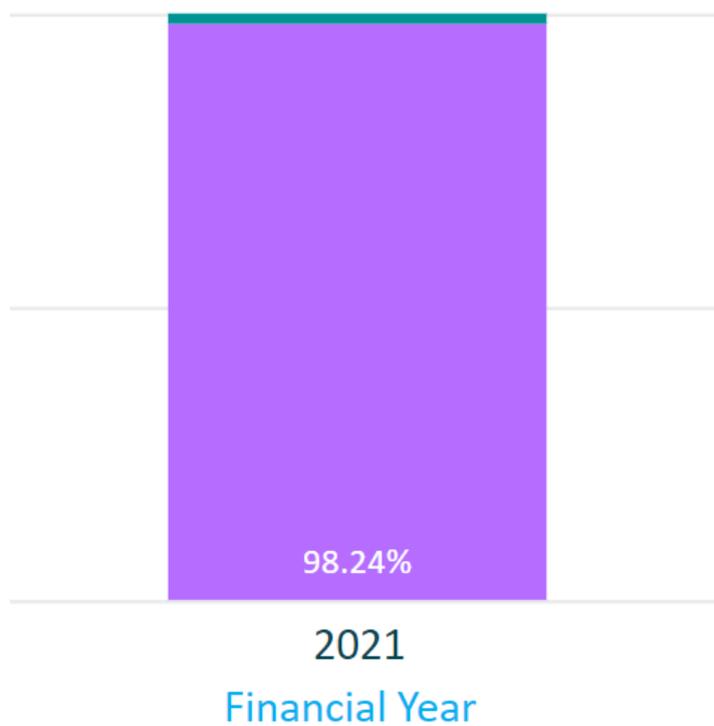


The average number of days to issue a consent for the above period is 12.28 working days (against the 20-day statutory requirement) and 31.81 calendar days.

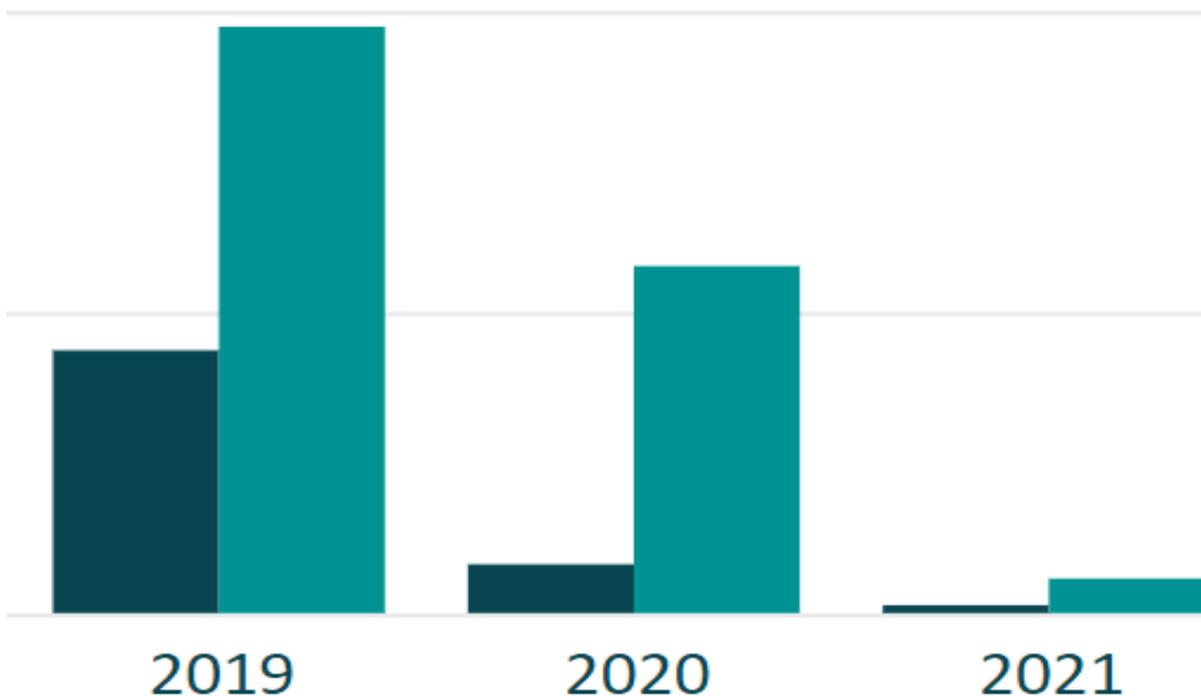
Code Compliance Certificate 20-day compliance rates for January and February



CCC compliance for January and February is showing less than 100% as the team looks to improve the overall CCC process as they clear consents that were missed due to reporting issues.



Overall CCC compliance for 2021 remains above 95%, but the team is looking to improve monthly compliance to 100%.



Overall in the last three years there has been a vast improvement in statutory days to issue CCC's, which currently takes on average 5.24 days to issue.

Building Accreditation / Building Consent Authority (BCA) Update

The BCA have addressed clearing the last of the General Non-Compliances (GNC's) identified by International Accreditation NZ (IANZ) in the draft report. The aim is to clear all GNCs and receive a final report by 12 March 2021.

Building Compliance

- 87 Building Warrant of Fitness (BWOFF) audits were undertaken during the January/February period, reinforcing the success of the mobile inspection tool that has been introduced as part of business improvements.
- 111 RFSs were received during January/February, consistent with this time of year and previous summers.
- 59 Notices to Fix were issued for breaches of the Building Act and 8 Infringements were issued for building-related breaches.
- A total of 13 Certificates of Acceptance were approved.

Swimming Pools

58 pool inspections were carried out during the months of January and February; the fail rate for this period was 34%. This total is of concern, given that it is the middle of summer. Follow up checks are planned during the coming weeks and appropriate steps will be taken to achieve compliance.

Infrastructure and Asset Management (IAM)

The IAM business report is circulated under separate cover to Elected Members and is publicly available through the FNDC website as an [Infrastructure Network Committee agenda item](#).