



**Far North
District Council**

Chief Executive Officer's Report to Council

Period: 1 March 2021 – 30 April 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 March 2021 – 30 April 2021.

Welcome to the latest summary report of Council activities

Introduction from Shaun Clarke, Chief Executive

This reporting period showed our mission of Creating Great Places and Supporting Our People coming to life through the significant engagement exercises we ran. March saw staff and Elected Members lead the Navigating Our Course consultation. We hosted 22 events in 18 communities during March seeking feedback on the Long Term Plan, Far North 2100, draft District Plan and Representation Review. A key issue for our residents was rates and the rates review. Not only were we out on the road listening to communities, about 80 of the 770 people and organisations who made submissions to our Long Term Plan 2021-31 spoke at hearings in Kaikohe and Kaitiāia. There was a lot of time, effort and energy put into listening to our communities and I'd like to thank staff and Elected Members for their efforts.

In addition, about 9000 property owners in the Far North received letters from the Council about Significant Natural Areas (SNAs) on their land. Council now have a statutory obligation to identify unique landscapes, species and habitats and manage them in a new District Plan. Northland Councils collaborated on a project last year to map SNAs in the region. The new maps have identified that 42% of our district contains potentially sensitive environments, an increase from about 30% in the 1990s. Consultation is ongoing through to June on this topic.

The Regional Land Transport Committee also sought community feedback on a Draft Regional Land Transport Plan 2021-2027 and a Draft Regional Public Transport Plan 2021-2031. Consultation on the plans which address a range of critical regional issues, including connectivity, route resilience and economic and tourism development concluded the end of March.

We received our 2021 CouncilMARK™ assessment report which showed how far we have come as a Council. Local Government New Zealand assessors spent two hours with Elected Members and the Strategic Leadership Team outlining key findings from their assessment last year. The assessors commented we had come a long way since we were first assessed in 2017, despite having unique challenges as a local authority. They also said we should be proud of the report which evaluates our governance, service delivery, financial management and community engagement.

Some of the feedback we received in this report is that we have made huge strides internally in getting good systems, processes and foundations laid but our stakeholders have yet to see the impacts of that. The Strategic Leadership Team (SLT) spent a day together to consider how we might address that by being more 'up and out' focused. We engaged with all People Leaders firstly to share with them our initial thinking, which they further developed and have jointly workshopped. The results of this work will come to SLT in June.

The SLT have kept engagement with staff up through a series of Your Voice sessions. These were an open forum for all staff to participate in to share their thoughts on the Your Voice survey results and areas to focus action planning on. Almost 250 staff attended these sessions; over 70% of staff who chose to attend a session to discuss what it is like to work at FNDC. Teams are now putting their action plans together, with SLT developing theirs in May. We had the privilege of acknowledging nine staff through the Love Your Work awards, all recognized for going above and beyond and living our Values. I'd like to acknowledge the kind words of Deputy Mayor Ann Court to staff at the awards session. We also held a morning tea for all new starters, forty-one of which were invited. We recognise in a digital working environment it's critical to maintain face-to-face contact and this was a chance for new staff and SLT to have an informal chat over coffee and cake.

Local government reforms in resource management and three waters, along with the housing crisis we are facing, remain big ticket items. The Department of Internal Affairs (DIA) ran a briefing

workshop at the end of March on three waters for Zone 1. Local Government NZ (LGNZ) is engaging closely with the sector and central government, and the Northland Councils jointly discuss through the Northland Forward together programme. DIA also had their Housing & Resource management specialist run a briefing for staff on Resource Management reforms which was well attended. While there is still much uncertainty, we are doing what we can to be informed and prepared for what reforms may bring.

COVID has dominated international headlines for over twelve months now, however it was a potential tsunami in early March which caused concern for the Far North. On 5 March a tsunami warning was issued by National Civil Defence following a M8.0 earthquake near the Kermadec Islands. All east coast areas from Whangarei to the Bay of Islands were asked to evacuate immediately to higher ground. This was then extended to all coastal areas of Northland. The threat did not eventuate into a significant tsunami but following the incident and our response a debrief allowed for some 'lessons learned'.

Other achievements during this period included –

- The first stage in the \$7 million Te Hiku Revitalisation project got underway with spectacular artwork and landscaping along Dalmatian Alley in Kaitiāia almost complete.
- Following several years of opposition, the Environment Court confirmed an agreement that takes the sensitive issue of wastewater discharges into Doubtless Bay out of the Environment Court system and provides a framework for us to work together on a solution. The agreement establishes a working group of Council, hapū, and community members tasked with exploring alternative options, including land-based wastewater disposal. This agreement is a step-change in the way we work with communities and hapū and we hope to continue this relationship well beyond our search for a disposal solution.
- We received the first substantial autumn rain which meant flows in the Awanui River rose above the minimum consent level set by Northland Regional Council. The final water restrictions in Kaitiāia were lifted.
- A five-year lease agreement between the Council and the group was signed which sees Te Puna O Kūpenuku pay a peppercorn rent of \$1 per annum to lease the Rawene campus, with a five-year right of renewal.
- Good progress in completing the roading capital works programme for 2020/21, with most works awarded and expenditure tracking at or near forecast.
- The completion of our 30-year Infrastructure Strategy.

Operational performance during this period saw –

- 138.50% increase in financial interactions at Service Centres
- 52.43% increase in calls to the Contact Centre
- 21.67% decrease in AskUs emails received
- 151.35% increase in building inspections booked
- 100.99% increase in visits to Service Centres
- 50% increase in i-SITE visitor numbers
- 173% increase in i-SITE retail revenue
- 35% increase in i-SITE transaction spend
- 62% increase in i-SITE transaction numbers
- 5.4% increase in digital library use, reflecting ongoing customer uptake of the increased range of digital content
- 0.5% increase in book checkouts, reflecting an active school holiday period, and the busiest

- month of March since 2018
- 700 Animal Management RFS received with an average of 97.5% for urgent RFS and 95% non-urgent
- For the 2020/2021 registration period, there are now 8,707 dogs registered
- 76 dogs were impounded across the District with 12 dogs rehomed through the Council's website
- 64 food business verifications were completed and 45 proactive alcohol license Good Host Visits (GHV) were conducted
- 77% of all licensed premises in the district have now had GHV's
- 225 noise complaints received in the March/April period, with 128 received in April.
- Noise complaint response rates average 2% for urban areas and 83.3% for rural areas
- 172 infringements for stationary vehicle offences have been issued
- 144 Resource Consent applications received
- 83% of Resource Consents processed within timeframes was achieved in March and 94% in April 2021
- Discounts applied to consent processing for 2020/2021 to the end of April is \$43,768.88. For the same period last year there had been \$179,958.79 applied
- Building Consents received for March (210) and April (172) were higher than last year for both months
- 99.29% (March) and 100% (April) of consents were granted within statutory timeframes
- 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 same period is 12.29 working days (against the 20-day statutory requirement) and 32.61 calendar days
- Code Compliance Certificate compliance for March and April is 100%
- 75 Building Warrant of Fitness (BWOFF) audits were undertaken
- 37 Notices to Fix were issued for breaches of the Building Act and 4 Infringements were issued for building-related breaches
- A total of 23 Certificates of Acceptance were approved.
- 61 pool inspections were carried out the fail rate for this period was still around 30%
- A 30% increase in Hokianga Ferry fare revenue so far this financial year, thanks to COVID-19 and the strong domestic tourist market
- Roading contractors exceeding 90% compliance with maintenance. contracts in the first six months of 2020/21

Governance

Workshops

The months of March and April were busy with the following workshops:

- Long Term Plan
- Long Term Plan Pre-Deliberations
- District Plan Hazard Mapping
- Kaikohe District Sportsville
- Strategic Planning with FNHL
- Big Ideas Lab (two workshops)
- Elected Member Away Day and S35A
- 3 Waters with LGNZ
- Placemaking and Spatial Planning
- CouncilMARK Debrief
- Representation Review

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

A Combined Community Board Workshop was held during the month of March, where the main topic of discussion centred around the Te Waka Eke Noa engagement campaign, the work of the Community Board Working Party and the upcoming Community Board Conference. Community Board members, along with Mayor and Councillors can expect a full report on key highlights from Conference at the next available Council meeting. There were several key topics identified for the upcoming workshops (June and September) and officers are working on setting these agendas in place.

Training

The month of March and April were quiet in terms of training. The engagement campaign which ran the entire month of March, coupled with LTP deliberations and the high number of workshops meant that no training was undertaken (apart from Risk Essentials by Councillor Vujcich). Officers are about to commence the process of inviting elected members to discuss their development plans for 2021-22 with an invitation to Community Board members to also engage in a similar, albeit scaled down, process so that training opportunities can be managed effectively.

Action Sheets/Decision Tracking

The 'Council Decision Tracking Assessment for the 2020 Calendar Year' report was received at the 5 May 2021 Assurance Risk and Finance Committee Meeting.

Officers will continue to ensure actions are updated and communicated back to members. Democracy Services staff are working through publishing both the 'Register of Resolutions', and Current Action Sheets for each meeting into LGHub for Elected Member reference. The process is that Current Action sheets with overdue actions will be emailed to Elected Members twice per meeting cycle, with each set of meeting minutes, and each agenda.

CEO Office

People and Capability

Creating Great Workplaces – Remote Working

The Great Workplaces project team is currently in evaluation stage and is expected to report to SLT in July with office usage statistics. Requested equipment was allocated and distributed to hybrid remote working staff. JBC Level Two has been reconfigured to accommodate the new way of working, increasing meeting rooms and a cohesive layout for permanent office-based staff, a few more tweaks are to be made to allow for an informal collaboration space.

Leader Development

Throughout March, 32 people leaders were engaged in individual discussions about the capability development of their team. Development priorities were examined, revealing some common areas across the teams. Other key themes that emerged from the discussions included resilience, difficult conversations and the difficulty in allocating time for new learning. The information gained from these detailed conversations with our people leaders will inform the 2021 strategy for leader development across FNDC.

“Your Voice” Survey 2020 – Group Sessions

Following the distribution of the “Your Voice” survey results to all teams, two group sessions were held in each of the main centers. These six open discussion sessions were led by the Chief Executive and members of the SLT. Enthusiastically attended, these sessions provided an opportunity for all FNDC people to speak their minds and get a committed response. The feedback gathered at these sessions was added to that from the survey, providing a powerful information base for the action plans within the groups.

CEO Office

The People & Capability Department has undergone consultation, confirming structural changes within the department that will better align the team to the organisation’s “up & out” focus. While the process is not completed this has impacted several individuals and the vacancies created have been advertised.

The new leader's induction took place in April in the new Kaikohe collaboration space, this session highlights key processes that the leaders will need to participate in as a start of their FNDC leadership journey.

Infrastructure & Asset Management Group

All FNDC NTA staff have been re-seconded to the NTA for another three years, letters were sent to staff in early May.

A Programme Darwin steering group had been set up and is collaborating in preparation to present the Programme at a townhall session on Friday 21 May.

Strategic, Planning & Policy

The Strategic Planning and Policy department have had several resignations, with concerns for retaining existing staff as they see development opportunities outside of FNDC. This has left vacancies for: Team Leader Maori Development, Maori Development Advisor and Policy Planner.

Corporate Services Group

Acting-Up opportunities have continued, resulting in developing leadership capabilities across the groups. The General Manager – Corporate Services Group has continued to lead the Strategic Planning & Policy Group, while this position is being recruited. The Manager – Community & Customer Services is currently acting as General Manager - Corporate Services Group, with backfill provided by the Business Improvement Specialist.

The Council Chief Digital Officer resigned and is heading to Dunedin as Chief Digital Officer of WellSouth Primary Health Network. His last day is 4 June.

The reinvigorated recruitment campaign for the two-year fixed term Principal Advisor – Sustainable Procurement position has been successful, with a new appointment commencing in May 2021.

District Services Group

The Building Services Department undertook a functional review with a revised structure implemented on 5 April 2021. The IANZ audit report played a significant part in the consideration of the structural arrangement for the building related functions. The Building Compliance team has moved from Environmental Services, with administrative support now reporting to and aligned with Building Consents, Building Inspections and Compliance. This has resulted in team members having a higher level of awareness of the statutory timeframes for the respective work streams and a better level of accountability, which has resulted in part to a 100% Compliance rate for both Building Consents and Code Compliance Certificates.

Staffing, Salaries and Training

Current Staffing Levels

Actual Full Time Equivalent (FTE) at 30 April 2021	Annual Plan Establishment (FTE)
343.50	382.85

- The figure for the Actual FTE is based on permanent staff numbers
- Established FTE is based on permanent position numbers

Salaries and Training

Financial Performance as at 30 April 2021	YTD Actual	YTD Budget	YTD Actual vs Budget	Annual Budget
Salary Costs	\$24,735,392	\$24,599,083	-\$136,309	\$30,452,195
Training Costs	\$326,728	\$717,625	\$390,897	\$901,179
Trainings as a % of Salaries (Sector average is 4%)	1.3%			3.0%

Vacancies

Department	FTE Available
CEO/Communications/People & Capabilities	2.0
Corporate Services	5.0
District Services	12.00
Infrastructure & Asset Management/NTA	7.0
Strategic Planning & Policy	5.0
FNDC TOTAL (FTE) * includes part time & full time EST Position Vacancies	30.0

Customer Service

Customer Experience Programme Customer Satisfaction

We have launched our new digital first customer feedback surveying platform and have experienced some amazing results. The volume of data and the insights we are obtaining are substantially better than our old system. This is allowing us to understand the moments that matter to customers and help us to identify improvement opportunities.

The system has tools where we can engage with customers as needed, workflows for customers to receive call backs and the ability for teams to have internal dialogue - all contributing to a lift in customer centricity. The users' feedback has been overwhelmingly positive and staff engagement with the system is high. Teams are using the tool to celebrate our successes, feedback to the customer as required and discuss improvement opportunities internally that are linked to specific comments.

All service request teams and applications are now live. Our venues will soon be added by using on site QR codes.

Property File Requests and LIM's have are now incorporated into the programme. A lot of organisation effort has gone into setting these electronic systems up for these teams and the feedback from their customers is that they are very satisfied. Their scores are 4.13 and 4.32 respectively (scores are out of 5). Comments from customers are highlighting further improvement opportunities.

Note: The survey approach has changed in the new system and venues are yet to be added. Results to date are showing a lift in our performance and the larger volume of response has removed some fluctuations we experienced in the old system.

Customer Satisfaction (new system, scale out of 5)

3.75

▲ 3.75

6 Month TREND

Company — Rating Target: 4.25 - -



TOTAL RESP.
1,177

SATISFIED
● 807

NEUTRAL
● 123

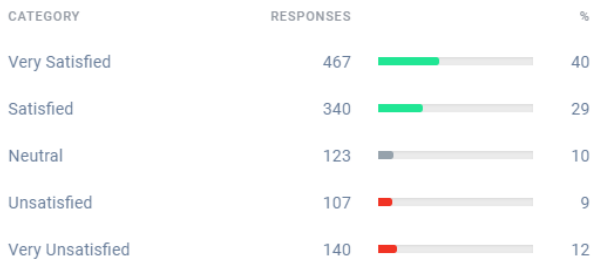
NOT SATISFIED
● 247

SURVEYS SENT
2,973

RESP. RATE
40.3%

How satisfied are you with your recent experience with the Far North District Council? total 1,178

How many times did you need to contact us? total 682



Net Promotor Score (reputation benchmark, scale -100 to +100)

NPS

9.6

▲ 9.6

Based on you recent experience, how likely is it that you would recommend contacting the Council to someone...

total 685

Actions ▾

CATEGORY	RESPONSES	%
Promoters	301	44
Passives	149	22
Detractors	235	34

The below graph highlights the monthly Customer Satisfaction results and volume of responses from the old and new systems.



Health, Safety & Wellbeing (HSW)

Summary of Activities

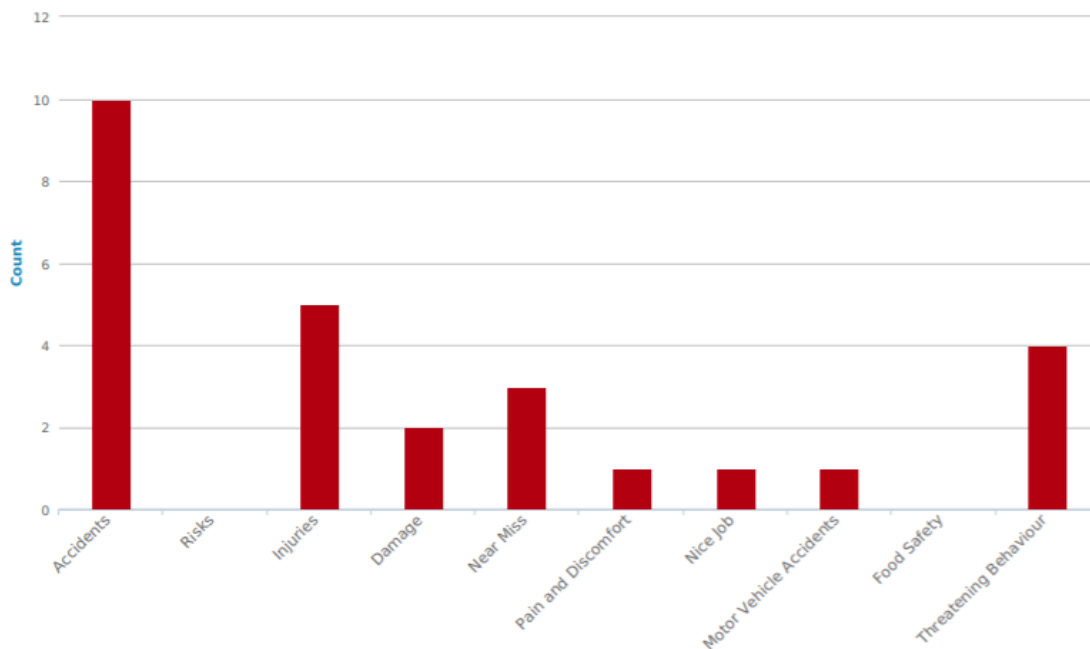
1. H&S inspections undertaken at the new Northern Animal Shelter - Kaitaia with Infrastructure Capital Works team and contract partners.
2. The CEO and Manager – HSW attended an on-site risk review of Opuia Cycle Trail, this was just one action on our lists of risk mitigations to ensure we are doing everything practicable to keep people safe.
3. Customer Conflict Awareness training delivered to 78 front line staff in April across 6 sessions.
4. Remote Working Risk Assessment reviews for those staff working under hybrid model have been undertaken, 68% completed at the time of this reporting period. Date and Promise to have all completed committed to by People Leaders by 14 May 2021.
5. Lone Worker Safety Solutions & Vehicle GPS Project – phase 2 installations to 15 vehicles scheduled for 3 May with end user training scheduled for 10 May 2021.
6. Investigation involvement post the Hobson Ave, Kerikeri incident. This incident was notified by the contractor to WorkSafe. Final report expected in May.

PeopleSafe Stories Types during the reporting period Far North District Council



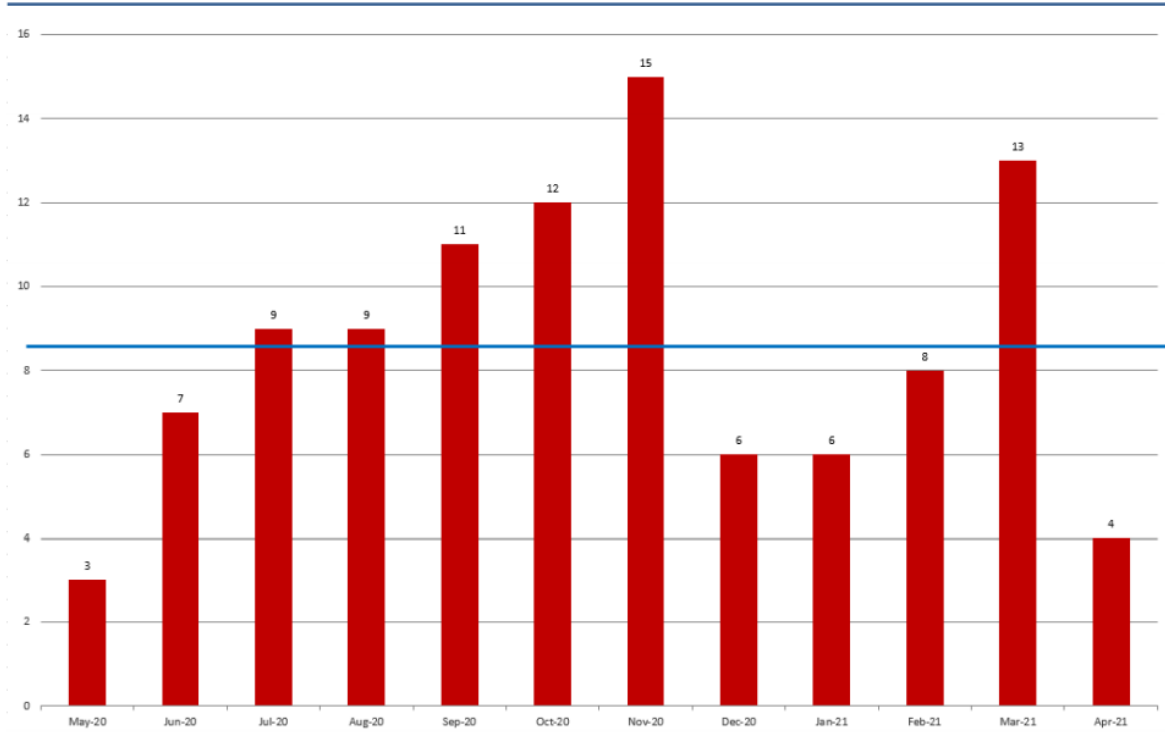
Far North District Council - 11 May 2021

Stories Report Summary



PeopleSafe 12 Month Rolling Incident Rate

PeopleSafe Events/Incidents –Rolling 12 months to Date



During the two-month reporting period there were 17 PeopleSafe incidents/events told, covering 27 story types. The average number of incidents per month has increased by one and now sits at 8.5 incidents/month.

Communication

Activity summary

Publicising the *Navigating Our Course* consultation was a communication focus for the Council during March and April. Other communication issues included the easing of water restrictions, the tsunami warning on 5 March and a water quality incident affecting properties at Waipapa.

Media releases

The team issued 16 media releases during the eight-week reporting period. Three of these were about the lifting or easing of water restrictions. Two were about a boil water notice for Waipapa properties. The other 11 were about:

- The Council processing more resource consent applications within statutory timeframes
- The opening of the Kerikeri Men's Shed which was partly funded by the Council's Infrastructure Fund
- The *Navigating Our Course* consultation
- The Council's new northern area animal shelter
- The appointment of Darren Edwards to the General Manager – Strategic Planning and Policy position
- A working group established to explore upgrade options for the Taipa wastewater scheme
- Grants allocated by Te Hiku and Bay of Islands-Whangaroa Community Boards
- The Council's decision to lease the former NorthTec campus at Rawene to a community education group
- The Far North Youth Council which is seeking new members
- The Council's 2021 CouncilMARK™ assessment report
- The temporary closure of a fuel facility at Pukenui Wharf which the Council is upgrading

Twelve of these media releases were published in two or more local newspapers, so the team was successful at getting Council's messages into the public domain:

- 4/16 media releases were published in four local newspapers
- 2/16 media releases were published in three local newspapers
- 6/16 media releases were published in two local newspapers
- 4/16 media releases were published in one local newspaper

Media enquiries

The team responded to 40 media enquiries in March and April. As with the previous reporting period, the top topic of enquiry was Council water supplies, which accounted for six enquiries. Other main subjects of interest were new rating proposals and roading issues.

Social media

The Communications and Engagement Teams were active on social media, particularly Facebook, during March and April. Outputs included:

- 92 Facebook posts, 56 of which were about the *Navigating Our Course* consultation. Other key content topics were the tsunami on 5 March and water restrictions
- 87 new Facebook page 'likes', increasing the number of people who 'like' the Council's Facebook page from 6,152 to 6,239

Mayoral support

The team drafted eight Mayoral columns/blogs about:

- Placemaking projects in Te Hiku Ward
- The district's response to the tsunami warning on 5 March
- Significant Natural Areas the Council has mapped for planning purposes
- The housing crisis and the Government's Housing Acceleration Fund
- The Three Waters Reform Programme
- The death of Prince Philip Duke of Edinburgh
- The Local Government (Rating of Whenua Māori) Amendment Bill
- The District Plan Review

The team researched and wrote speech notes for the launch of Arvida's Te Puna Waiora development in Kerikeri and for an Anzac Day service the Mayor attended. It also wrote a Mayoral testimonial for the Bald Angels Charitable Trust to include in its applications to funding agencies.

CEO support

The team produced nine editions of weekly newsletter *The Weekender*, as well as talking points for weekly videos to staff.

Other support and outputs

- Weekly, full-page adverts in four local newspapers in March about the *Navigating Our Course* consultation
- Fortnightly, full-page adverts in four local newspapers in April about new speed limits and maritime facility upgrades
- Supporting the Infrastructure and Asset Management Team's response to a water supply incident at Waipapa

Strategy

Corporate Planning Long Term Plan (LTP)

March activity for the LTP was centred around consultation as part of the Navigating Our Course engagement programme and planning opportunities for submitters to speak to their submissions at public hearings at multiple locations. Consultation finished in early April 2021, and the process of developing recommendations ahead of decision-making commenced.

Steady progress continues to be made on developing the LTP-proper for audit towards the end of May 2021.

Strategy Development, Bylaws and Policies

Far North 2100 District Strategy

In March 2021 Council consulted on a draft Far North 2100 strategy. The draft strategy envisaged how the Far North might look in 80 years' time, based on our vision 'He Whenua Rangatira – a district of sustainable prosperity and wellbeing'.

Consultation closed on 6 April 2021 with 49 submissions received. Staff are analysing the submissions and are reporting back in an Elected Member and Community Board Chair workshop planned for 26 May 2021 on the outcome of the consultation and options going forward for a District Strategy.

Spatial Planning

Staff successfully conducted a workshop on placemaking and spatial planning with Councillors and Community Board Chairs on 15 April 2021. A primary objective of this workshop was to hear the views on what spatial planning is required by Council over the three-year period starting 1 July 2021.

Staff were asked to review previously developed and in progress place based plans and report back on the gap between these plans the direction setting and strategic outcomes that could come from proposed spatial plans for focus areas across the Far North District.

Staff are preparing the requested gap analysis and refining a set of criteria that will determine where and what form the spatial planning initiatives will take over the three-year period starting 1 July 2021. This will be reported back to the Strategy and Policy Committee once completed.

Climate Change

The first meeting of the Joint Climate Change Adaptation Committee was held at the Northland Regional Council Offices in Whangārei on 12 April 2021. The chair and deputy chair for the committee were elected and a request was made to each Council to develop a consistent policy for the remuneration of iwi representatives on the Committee. This policy is being developed as a collaborative effort between the respective democracy services and governance teams of each Council.

The committee also heard the regional climate change adaptation programme that is being developed jointly by each of the four Northland Councils. Progress on this will be reported back to each Joint Committee meeting.

Staff have initiated a policy project, following the policy development guidelines, aimed at embedding climate change mitigation and adaptation considerations into the management and governance

decision making processes of the Far North District Council.

Regional Accessibility Strategy

Over the reporting period staff continued to provide support to the collaborative cross Council development of a Regional Accessibility Strategy that is being led by Whangārei District Council.

Parks and Reserves

Staff are planning a workshop on 10 June 2021 with elected members and community board chairs that will propose the modification and revision of the existing reserves policy. This will inform a draft parks and reserves policy that will be put to the Strategy and Policy Committee for approval to go out for public consultation.

Bylaw Programme

On 8 April 2021 Council approved that the Solid Waste Bylaw continue without amendment. The Council also agreed that the bylaw will be reviewed once new relevant legislation comes into effect.

Staff will be putting forward the following reports to the May 2021 Strategy and Policy Committee meeting

1. proposal for a Treated Water Supply Bylaw to go out for public consultation.
2. proposal to make a new parking bylaw and a new road use bylaw.
3. proposal to make a bylaw that addresses the problems related to the maintenance of on-site wastewater disposal systems in the Far North District.

Staff have commenced the research that will consider whether a bylaw is required to regulate the access and use of vehicles on beaches.

Policy Programme

Staff will be putting forward to the May 2021 Strategy and Policy Committee Meeting a proposal that the Committee recommend to Council that the Psychoactive Substances Local Approved Policy continue without amendment.

Staff have commenced a social impact assessment that is required to inform a review of the Class Four Gambling and Totalisator Agency Board venues policy.

Staff have commenced a review of the following eight policies commonly referred to in Council as 'roading policies':

1. Community initiated infrastructure roading contribution
2. Dust management policy
3. Limits of council responsibility for formation maintenance of roads
4. Private roads and rights of way
5. Road maintenance policy
6. Road mirrors private crossings policy
7. Road naming and property numbering
8. Road speed limits

Iwi/ Hapū Relationships

Māori representation

At its February meeting, Council resolved “to discuss with the community via informal consultation, to gauge community feedback on Māori representation and report back to 8 April 2021 Council meeting”.

To gauge community sentiment, staff ran an informal consultation process on Representation Review and Māori Wards during the month of March 2021. Responders had the following mechanisms to have their say – via an online survey, feedback forms, oral and email submissions.

From this consultation we received feedback from 511 community members (over 18). An overwhelming majority of 408 noted their support for the establishment of Māori Wards. The balance saw 91 against and 12 were void.

While this information was presented to the April 2021 Council meeting, it was left to lie on the table. A subsequent Notice of Motion was raised and resulted in an Extraordinary Council Meeting being scheduled for 4 May 2021.

Te Oneroa-a-Tōhe Board

Having formally notified Te Rautaki o Te Oneroa-a-Tohe / Ninety Mile Beach Management Plan in January, a formal blessing ceremony took place at Korou Kore Marae, Ahipara on 16 April 2021.

Council was represented on the day by Councillor Radich and supported by staff.



Work now begins on implementing the ‘desired outcomes’ of the plan. Staff have convened a working party that is responsible for developing an action plan for delivering on the outcomes of the plan; and a communications / education plan to raise awareness about the plan.

Iwi Local Government Authorities Chief Executives Forum (ILGACE)

On 3 March 2021 staff were notified that Sam Napia, Chief Executive Te Rūnanga-a-Iwi-O Ngāpuhi would be filling the co-chair vacancy left by Toa Faneva. The ILGACE meeting scheduled for March 2021 was cancelled due to the proximity of the announcement and the next meeting has been scheduled for May 2021.

Māori Business Awards

The Te Taitokerau Māori Business Awards 2021 took place in Kerikeri at the Turner Centre on 12 March 2021. This is the first time the biennial event, hosted by Te Hiringa Trust, has been held outside of Whangārei.

The Far North District Council sponsored the *Best Not for Profit Māori Enterprise Award*, with Hihiaua Cultural Centre Trust judged best in this category. North Drill Ltd was awarded the prestigious Taitokerau Māori Business of the Year, supreme award.

The evening was attended by Mayor Carter, Councillors Smith and Stratford supported by the Chief Executive Officer and staff.

Council workshop

Staff held a further workshop with Council on the provisions of the Local Government Act 2002 to enable better participation of Māori in its decision-making processes. Staff provided guidance and are working through the changes to the Working with Māori Policy Statement for the Long Term Plan.

Māori liaison

Staff continue to support the infrastructure team seeking consents on behalf of Council for; Kaitāia, Kaikohe, Kohukohu and Hihi wastewater treatment plants.

In particular, Te Hono have been developing tangata whenua consultation plans for the Kaitāia and Kaikohe plants, as well as providing advice on next steps for both Kohukohu and Hihi and have assisted with consultation.

The Whenua Māori Programme is an ambitious and exciting initiative, jointly lead by Māori Land Court (MLC) and Te Puni Kokiri (TPK), designed to stimulate social and economic development where there is a high concentration of whenua Māori. To date MLC, TPK, Far North District Council, Whangarei District Council and Kaipara District Council have met to consider how we might combine local authority initiatives, Māori entity interests, and with other stakeholders provide information and opportunities to our Māori Land Owners (MLO), through a series of 'Expo' days throughout Te Tai Tokerau. The 'Expo' is in the early development phase and currently the 3 Councils have only committed to providing venues. The proposed dates are in September 2021 (Saturdays). Te Hono will continue to participate in the working party.

Te Hono Māori Development Team had 164 queries inclusive of rate remission advice for the months of March and April 2021 along with 27 referrals to external agencies, mostly to the Māori Land Court for further information. The Team are still turning e all Requests For Service queries around in 1 day.

Te Hono met with colleagues in Finance to discuss the reviewed suite of rates remission policies. The policies were reviewed in consideration of the changes to legislation around Whenua Māori. Staff across the Council will continue to collaborate as we work through the significant changes that have come about to the Local Government Rating Act 2002.

Community Wellbeing

Community Development & Funding

Between 26 January and 7 April 2021, the Community Boards distributed \$92,589.50 to 17 applicants. This included \$20,000 to the Houhora Big Game and Sports Fishing Club for wharf refurbishment, \$20,000 to St Clements Anglican Māori Church in Ahipara for church restoration, \$12,800 to BaySports for Stadium refurbishment. 2 applications supported community development, 9 were for events and 7 were for infrastructure.

The Kai Ora Fund, the purpose of which is to enable Northlanders to eat nutritious and sustainably grown local food, closed on 24 March 2021. Started by the Far North District Council and MahiTahi PHO, the fund has grown year on year. The 2021 Kai Ora Fund is a partnership between MahiTahi Hauora, The Far North District Council, Te Puni Kōkiri, Northland Inc, Kaipara District Council, Northland District Health Board, The Ministry of Social Development, Whangārei District Council and Foundation North.

The Totara North Community Plan was completed and received by the Bay of Islands-Whangaroa

Community Board. The plan was developed through a series of well attended community meetings, held between January and March 2021, and the draft document was socialised with the wider community at a 'community day' on Sunday 21st March 2021. The Totara North Community has completed the Totara North Community Plan to address changing community needs and wants and captures their vision, values and goals.

Youth development has had some notable successes with 3 rangatahi being selected for Outward Bound, supported by the Community Boards and Mayors Taskforce for Jobs scholarships as well as 3 TUIA candidates being selected. TUIA aims to develop the leadership capacity of young Maori in communities throughout New Zealand and is a programme that involves the Mayor and Elected Members mentoring rangatahi on a one-to-one basis to encourage and enhance leadership skills. Council also supports TUIA candidates to attend wananga across New Zealand.

Sport Northland continue to deliver to Far North communities through various programmes and initiatives. Through the Top Energy WaterSafe Programme, 42 schools, 3,955 students and 324 teachers received dryland water safety sessions during term 4 in 2020. In addition to this, 33 schools will receive the wider programme (involving 4,000 students). A successful KiwiSport application resulted in skateboard ramps and obstacles placed at both Okaihau College and Taipa Area School. Both schools have agreed to be custodians of the equipment which is portable. It is hoped that in 2021 a skateboard event utilising this equipment can be organised.

Sport events are picking up after the majority were cancelled in 2020 due to C-19. Far North residents make up approx. 40% of participants across the events. The Kaitaia Run/Walk attracted 68% of Far North residents, the Paihia Run/Walk Paihia 39%, the Kerikeri Half Marathon 28% & the Conbrio 5km 51%. The attraction of 2,110 participants to the Far North for events represents an opportunity for the Far North to maximise the economic return of these short-term visitors. The Northland Waste Kerikeri Half Marathon continues to attract approx. 38% from outside Northland. Other initiatives include Green Prescriptions, He Oranga Pounamu, Active Workplaces, Strength and Balance, Community Connectors, and bringing great opportunities to Far North communities like working with Northland Rugby and Kaikohe Rugby Football & Sports Club to host Mitre 10 game v Waikato in Kaikohe.

District Planning

Development of the new District Plan

The draft District Plan was released for community feedback on 6 March 2021. The non-statutory engagement allowed for Far North communities to become aware of the new draft plan, understand how it may affect them and provide feedback on key issues.

Making available a draft district plan allows all of the community to get better acquainted with the new digital plan format – it's scope and scale. How the plan now manages our significant resource management issues, and how this management approach may affect landowners individually.

Having a draft plan also allows for change before taking a proposed plan to the community.

On some topics, further engagement may be required before the proposed plan is notified. Feedback on the draft will assist us in determining how and where this is necessary. When all feedback is received and analysed, we will be in a better position to organise staff and resources to target any such process.

Engagement has been integrated with the development of the plan since 2016 and the Let's Plan Together campaign. The draft policy framework was shared with communities in 2018 and 2019. This current stage of engagement shares the spatial planning product of applying the plan's policies. This means that information is much more specific to places and properties. This opportunity for participation has been shared with all ratepayers via mail out and promoted in Far North media. The feedback period for the draft District Plan has been extended to 6 May 2021.

Iwi engagement will be taking place in May and June 2021.

Targeted engagement on Significant Natural Areas, which are also contained in the plan, will be taking place through May and June 2021.

Northland Forward Together

The Northland Forward Together Strategic Planning workshop was held on 29 March. Topics for discussion were RMA reform, three waters, solid waste, S-maps and working in the road corridor.

At the Chief Executives meeting on the 15 February 2021, the Chief Executives proposed placing Solid Waste Recycling as one of the four Priority Projects to replace the "Refinement of NTA". The Mayoral forum held on 1 March acknowledged that the Northland Transportation Alliance (NTA) was now effectively 'business as usual' (although FNDC undertook to have further discussion on matters specific to it). However, it was essential that there were clear communications and updates from the NTA to each of the councils. The Mayoral Forum, rather than just Solid Waste Recycling, now be Waste Management and confirmed as one of the four areas of focus (in conjunction with Four Waters, Regional Economic Development and Climate Change).

The Mayoral Forum expressed concerns about withdrawal of Government Funding for some Te Tai Tokerau Projects. The Forum requested staff to engage with the Northland Provincial Growth Unit and provide feedback for the next Mayoral Forum. It was requested that the next report identify any projects that may have changed or not yet landed.

Corporate

Transformation and Assurance

Audit and Assurance

The Internal Audit and Assurance Programme for the 2021 calendar year has been rescoped and was presented to the March meeting of the Assurance, Risk and Finance Committee.

Risk

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

Four risk progress reports were included in the March 2021 Risk Management Report to the Assurance, Risk and Finance Committee. The Risk Progress Reports on ARF001 Climate Change Risk, ARF004 Asset Management, ARF009 Customer Service Delivery, and ARF013 Drinking Water Resilience were presented.

The first in a regular programme of deep dive risk sessions was held in March. The session explored the climate change risk.

A 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 was presented to the Assurance, Risk and Finance Committee in March.

Transformation

The Creating and Enabling Great Workplaces Programme is in an ‘Implementation’ phase. The new operating rhythm is being bedded in after a delay due to an increase in the Covid-19 alert level earlier in the year. The final phase of the programme is to undertake an evaluation that will check on staff experience and the extent to which forecasted benefits have been realised.

Digital Information Services

Executive Summary

The period has seen several projects and activities being delivered or progressed to rollout. Of note is the start of our internal Digital Information Services Governance meeting that is aimed at providing internal teams an avenue for proposed enhancements and/or changes to the existing workplans. This was particularly beneficial with the new Consentium platform what has been put in place as part of Kāinga Ora – Homes and Communities.

The ICT Operations and Delivery team has progressed with several Cyber and ICT Security enhancements, most notably the introduction of multi factor authentication that are aimed at protecting our people from external threats and support the wider remote working system access.

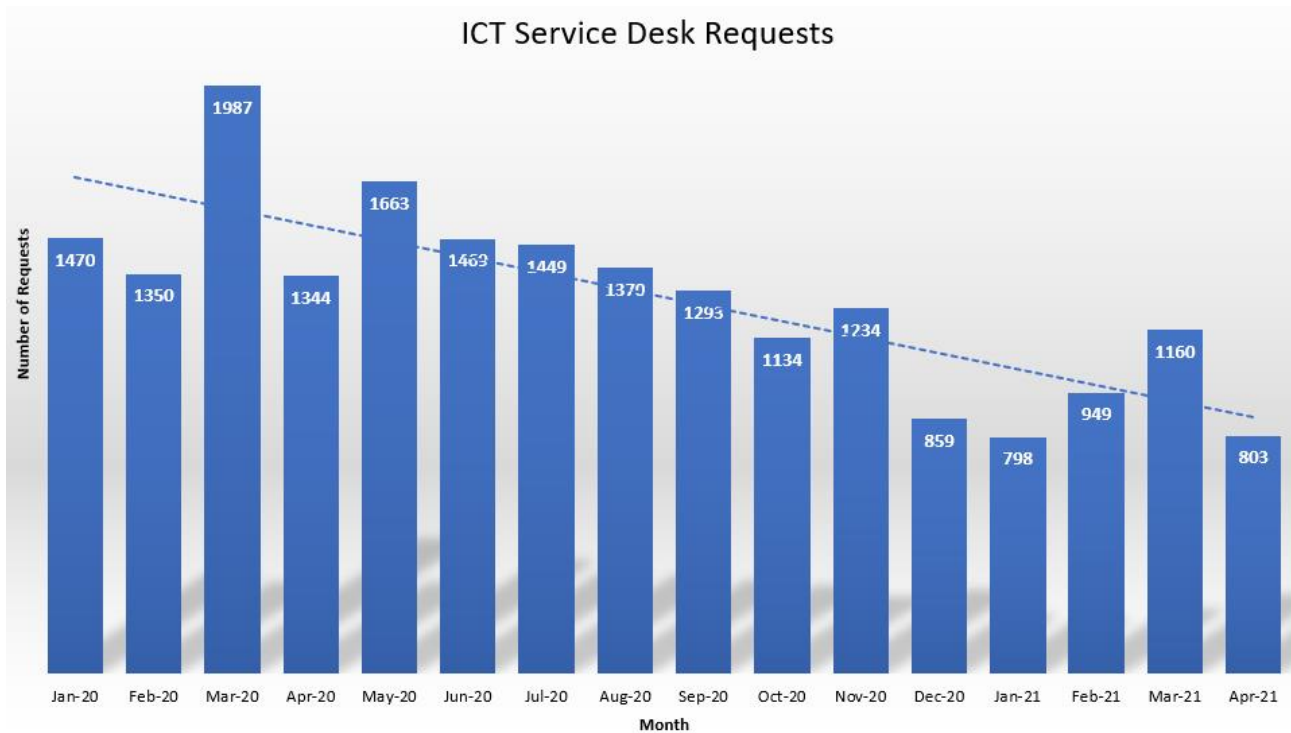
The rollout of the CiAnywhere Upgrade for HR has been progressing with the new environment upgraded and new functionality for people leaders released. Work is still progressing with the remaining part of the phase one rollout as well as the review of Payroll. Further enhancements are planned to be reviewed that would bring the full function into line. These modules include H&S, Performance, Training and Risk.

ICT Operations and Delivery:

ICT Service Desk Requests

The number of ICT Service Desk Requests received during the March-April 2021 period was 1,963. This number is up slightly from 1,747 which were received in the January-February 2021 period. Overall, the number of requests lodged have trended downwards over the last 12 months. This is most likely due to staff getting more comfortable with working from home and other improvements that have been made to our systems.

The number of outstanding requests yet to be resolved is 391. 111 of these requests are either awaiting the requester to respond, a vendor or the delivery of equipment.



External Phone Calls (Microsoft Teams Calling)

Work has further progressed to migrate external phone calls (making and receiving) from Skype for Business to Microsoft Teams Calling. The technical configuration and testing have been completed by Spark and our ICT team.

Twenty 'Early Adopter' staff and the Digital Information Services team have been successfully migrated over to Teams. The remaining departments are scheduled to be migrated over in the week beginning Monday 17th May 2021.

Contact Centre Phone System Project

Work is currently underway with Datacom to migrate the existing Contact Centre phone system 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 greater options for remote working should future lockdowns or significant events affect the contact centre team currently based in Kaikohe.

The hardware has been installed at Datacom and the system has been configured. The next step is to complete the Contact Centre staff training.

Library RFID Project

Work has progressed on the project to insert RFID (radio-frequency identification) tags into library books to enable the use of self-service kiosks in our Libraries. The project team are currently assessing and scoring tender submissions.

Multi Factor Authentication (MFA)

MFA has now been rolled out to all FNDC staff and contractors. We are currently working with the Elected Members to get them set up as well. 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.

CiAnywhere Human Resource Planning (HRP)

The new internet browser version of CiAnywhere HRP and eRecruitment system has gone live. This enables staff to access their leave, timesheets, pay information, training bookings, etc. without having to be in the office or use Citrix. The system also includes an eRecruitment module that replaces the existing Scout Talent recruitment system.

Penetration Testing

Penetration testing (also called a pen test) is the practice of testing a computer system, network or web application to find security vulnerabilities that a cybercriminal could attack or exploit. Penetration testing has been completed by an independent specialist computer security company on our new CiAnywhere system to provide assurance that it is safe and secure.

Contractor User Account Review

A detailed contractor user account review took place in March/April to ensure that all contractors that have access to our systems are still valid. Processes have been improved to ensure that no contractor user accounts are still active when they are no longer required.

Computer Security Incident Management System

We have implemented a Computer Security Incident Management System to assist us in improving computer security incident response capabilities and to enable us to handle any incidents effectively.

Computer security incident response has become an important component of ICT Security Frameworks. New types of security-related incidents are constantly emerging. Preventive activities based on the results of risk assessments can lower the number of incidents, but not all incidents can be prevented. An incident response capability is therefore necessary for rapidly detecting incidents, minimising loss and destruction, mitigating the weaknesses that were exploited, and restoring ICT services.

The Computer Security Incident Management System includes:

- Quick Guide to Incident Handling
- Computer Security Incident Management Policy
- Standard Operating Procedures for:
 - Incident Identification
 - Data Breach
 - Denial of Service
 - Inappropriate Use
 - Malicious Code
 - Ransomware
 - Unauthorised Access
 - Generic Incident Response
- Manuals for Incident Response and Management
- Incident Management Plan
- Communication Strategy
- Incident Response Form
- Readiness Checklist
- Training Scenarios
- Resource References
- Contacts List

Cybersecurity Awareness Programme

We have purchased an online Cybersecurity Awareness Programme from SSS (IT Security Specialists) and ALGIM that is being 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. The team are working on the configuration of the system, and communications will go out to all staff over the next few weeks.

Data Insights and Programme Delivery:

Online Services

An initiative encouraging building and resource practitioners to become registered customers so that they can lodge building and resource applications online continues. We have targeted customers who frequently lodge applications and contact them as and when there is enough capacity for the Call Centre to process the registrations. Members of the Online Services project team will be supporting District Services at the Building Practitioners meeting in May to promote this further.

The mobile inspection functionality for food business is in production including an end to end digital process for Administrators, Inspectors and customers. We are developing a solution that will automatically update inspection result to MPI with preliminary testing this month.

The ability for Pathway inspection bookings to communicate automatically with Inspector's Outlook Calendars is to be enabled in May. This will mean any addition, update or deletion of inspection bookings in Pathway will be automatically updated in the Inspectors Outlook calendar. Likewise, updates made in an inspector's calendar will be passed back to Pathway. This is expected to reduce the amount of manual effort required by Administration Support teams by approximately two days a month.

In the 2021/2022 dog registration year you will be able to make your dog registration renewal payment online. This gives convenience to our customers to make payments when it best suits them. Staff have more efficient processes to issue the tags when dogs are registered making them excited too. Tags will be posted out within 10 working days of receipt of payment. Note: this option is only for re-registering existing dogs.

Digital Information Services have been asked to build a solution which will allow Consentium to provide Council with building application information that we are required to keep as a territorial authority. This information will need to be stored as property file information. We have used this opportunity to develop a solution which is consistent with existing processes and doesn't create an administrative burden for Building Services staff. A prototype has been developed and reviewed internally, this will be presented to Consentium for feedback followed by testing and training.

Permits and licenses which are also part of Stage 4 are on hold until the Consentium work has been completed. Permits and licenses are now planned to start early in June.

Enterprise Data Warehouse (EDW)

The reports for Vision 2020 have been developed in Power BI using the data directly from Pathway, these are being verified by the BI team before they are handed over to the Quality Manager for user acceptance testing. In parallel to this a raw vault has been built, this stores historical data from Councils' systems, data is presented to the business vault so that business rules can be applied.

Daily stand-ups with our specialist partner SQL Services has enabled close collaboration and ensured a quick response when clarifying questions and identifying the objects required for the reporting solution. Providing SQL Services access to Microsoft Teams has supported a quick turnaround of response times and enabled project agility.

Information Management:

Property File ePathway Applications

Objective Support

Support requests resolved:240

Files and folders created and approved: 248

Objective users' changes/movements: 54

Northland Information Management Professionals (NIMP)

The quarterly meeting of Northland Information Management Professionals was hosted by FNDC on 7 May. Matters discussed:

- The need for cohesive information management compliance messaging across the 4 councils and how we can share such resources.
- Strategies for tackling Information Management Standard compliance issues and build.
- Relationships with internal stakeholders to ensure IM is embedded in new systems and processes.

- Extending the networking group invitation to other Northland agencies subject to the Public Records Act.
- Mailroom processes between councils.
- Consentium.
- Data quality and what poor data can mean for our legislative requirements to hold reliable trustworthy information.

Business Intelligence and GIS

Enterprise Datawarehouse

The BI team has completed the review of the draft model. Clarification of vision 2020 requirements with the contractor to correctly populate the dashboard was done. A best practice workshop was held to inform the BI team of the key areas to keep in mind to ensure integrity of the Enterprise Datawarehouse.

CiAnywhere Human Resources

The BI team continued supporting People & Capability to configure CiAnywhere key processes and training for subject matter experts. Technical assistance from the BI team will be provided with the launch of new modules in production as well as further development of automated people movements process.

Ask Nicely

The BI team has continued the work on the Ask Nicely survey application, extending information extracted from Pathway to include RFS, E-Lim's and Property files requests.

QV Electronic data Exchange "Blue Slips"

The BI team has continued work on the QV "Blue slips" process. This process will improve the accuracy of the property data and automate some of the manual tasks carried out by that team, allowing them to concentrate on other areas. The first will be deployed shortly for testing by the users and refinement of their existing business process.

Draft District Plan

With the assistance of the GIS team the Draft ePlan went live early March.

Open Data

The GIS team has soft launched the FNDC open data portal. This enabled FNDC to efficiently make data available to the public with the use of an external portal.

Operational Financial Performance - As at 30 April 2021

Whole of Council

Statement of

Operational Financial Performance for the period ending 30 April 2021

	Year to date			Actuals YTD as a % of Total Budget	Actuals YTD as a % of Annual Forecast	Full year		
	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)	74,706	74,604	101	83%	83%	89,525	89,525	0
Rates - penalties	868	1,555	(686)	42%	42%	2,073	2,073	0
Fees & charges (inc water supply rates)	15,414	14,998	416	90%	90%	17,059	17,132	73
Central govt subsidies - operational	8,369	8,271	98	77%	73%	10,825	11,501	676
Other income	6,753	2,027	4,727	183%	87%	3,686	7,780	4,093
Capital income								
Central govt subsidies - new works	4,465	3,618	847	48%	40%	9,354	11,115	1,761
Central govt subsidies - renewals	11,839	12,970	(1,131)	68%	76%	17,378	15,486	(1,892)
Other contributions	15,014	0	15,014	0%	71%	0	21,018	21,018
Development contributions	0	0	0	0%	0%	0	0	0
Total operating income	137,429	118,044	19,385			149,901	175,631	25,730
Operating Expenditure								
Payroll related costs	24,825	24,599	(226)	82%	81%	30,452	30,471	(19)
Other staffing related costs	1,403	1,767	364	64%	66%	2,181	2,139	42
General expenses	6,186	8,138	1,952	64%	64%	9,691	9,678	13
Rate remissions	2,298	2,074	(225)	102%	102%	2,257	2,257	0
Contractor & professional fees	38,608	40,749	2,141	74%	64%	52,442	60,091	(7,649)
Grants and donations	1,370	1,415	45	83%	82%	1,647	1,677	(30)
Allocations (direct and indirect)	0	0	0	0%	0%	(0)	(0)	0
Interest costs	1,118	1,429	311	65%	65%	1,715	1,715	0
Sub-total	75,809	80,172	4,363			100,384	108,027	(7,643)
Depreciation and other asset costs	28,486	28,871	385			34,645	34,645	0
Gain/Loss on Disposal	1,594	0				0	0	0
Total operating expenditure	105,888	109,043	4,748			135,029	142,672	(7,643)
Net operating surplus/(deficit)	31,540	9,001	22,539			14,872	32,959	18,087

Statement of

Capital Financial Performance for the period ending 30 April 2021

	Year to date \$000's			Actuals as % of Total Budget	Actual as % of Annual Forecast	Full year \$000's		
	YTD Actual	YTD Total Budget	Variance			Total Annual Budget	Total Annual Forecast	Forecast Variance
Capital Works								
District Facilities	6,768	3,994	(2,775)	40%	35%	17,103	19,399	(2,296)
Stormwater	859	1,339	480	47%	69%	1,844	1,243	602
Solid Waste	22	96	74	5%	6%	421	395	26
Wastewater	4,626	8,715	4,089	40%	63%	11,696	7,369	4,327
Water Supply	2,431	5,733	3,302	37%	23%	6,549	10,550	(4,001)
	14,707	19,877	5,170	39%	38%	37,614	38,955	(1,342)
Roading & Footpaths	32,777	27,516	(5,261)	72%	60%	45,362	54,854	(9,493)
Other								
Environmental Management	1,251	1,633	382	65%	64%	1,914	1,961	(47)
Governance & Strategic Administration	2,666	2,017	(649)	62%	51%	4,286	5,187	(900)
Customer Services	478	1,307	829	34%	32%	1,423	1,513	(90)
Strategic Planning	0	0	0	0%	0%	0	40	(40)
Total Capital Works	51,878	52,349	471	57%	51%	90,599	102,510	(11,911)

Achieved for the year:

As at 30 April 2021 the operational surplus, which excludes capital income, is \$30.3 million against a planned \$21.3 million. The Operational budget variance is therefore a 42% surplus. However, we have received considerable income in relation to MBIE Flood Program, ESEO, PGF and 3 water reform that were not in the budget, if these are excluded the variance drops to 25%.

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 not yet engaged across the organisation.

We are currently tracking above the forecasted 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 under the 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.

Funded by:	Forecasted Overspend
PGF	973
ESEO	2,158
DIA - 3W Reform	1,410
NZTA	453
MBIE	-1
FNDC	2,656
Total	\$ 7,649

Capital Spend Analysis

as at 30-Apr-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	5,877	3,964	9,405	4,031	13,436	43.7%	14,567	40.3%	108%	1,131
Wastewater	4,626	2,231	4,936	6,760	11,696	39.6%	7,369	62.8%	63%	(4,327)
Water Supply	1,276	1,424	1,935	1,950	3,886	32.8%	3,169	40.3%	82%	(717)
Stormwater	859	94	1,179	666	1,844	46.6%	1,243	69.1%	67%	(602)
Solid Waste	22	139	325	96	421	5.2%	395	5.6%	94%	(26)
Project Delivery Team Subtotal	12,660	7,852	17,781	13,503	31,284	40.5%	26,742	47.3%	85%	(4,541)
Roading & Footpaths	27,035	16,801	37,388	7,974	45,362	59.6%	43,234	62.5%	95%	(2,128)
IAM Total	39,696	24,653	55,169	21,477	76,645	51.8%	69,976	56.7%	91%	(6,669)
Environmental Management	1,160	357	0	1,182	1,182	98.2%	1,471	78.9%	124%	289
Governance & Strategic Administr	2,666	917	2,334	1,952	4,286	62.2%	5,187	51.4%	121%	900
Customer Services	478	79	490	933	1,423	33.6%	1,513	31.6%	106%	90
Strategic Planning	0	0	0	0	0	0.0%	40	0.0%	0%	40
Other Total	4,305	1,353	2,824	4,067	6,891	62.5%	8,210	52.4%	119%	1,320
Sub Total	44,000	26,005	57,992	25,544	83,536	52.7%	78,186	56.3%	94%	(5,350)
DIA Projects										
Water Supply	1,155	683	2,560	103	2,663	43.4%	7,381	15.7%	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	1,155	683	2,560	103	2,663	43.4%	7,381	15.7%	277%	4,718
ESEO Projects										
District Facilities	891	1,470	3,667	0	3,667	24.3%	4,832	18.4%	132%	1,165
Environmental Management	90	10	0	733	733	12.3%	490	18.4%	67%	(243)
Roading & Footpaths	5,742	8,342	0	0	0	0.0%	11,621	49.4%	0%	11,621
Total ESEO Projects	6,723	9,822	3,667	733	4,400	152.8%	16,942	39.7%	385%	12,543
Total	51,878	36,511	64,219	26,380	90,599	57.3%	102,510	50.6%	113%	11,911

Comments:

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

Operations

Contact Centre / Service Centres

- 138.50% increase in financial interactions at Service Centres (2,063 up from 865)
- 52.43% increase in calls to the Contact Centre (15,438 up from 10,128)
- 21.67% decrease in AskUs emails received (2,815 down from 3,594)
- 151.35% increase in building inspections booked (1,214 up from 483)
- 100.99% increase in visits to Service Centres (5,660 up from 2,816)

i-SITEs

- 50% increase in visitor numbers (40,711 up from 27,116)
- 173% increase in retail revenue (\$27,899 up from \$10,188)
- 35% increase in transaction spend (\$30,459 up from \$22,562)
- 62% increase in transaction numbers (9,293 up from 5,715)

Libraries

- 5.4% increase in digital library use (110,152 to 116,075), reflecting ongoing customer uptake of the increased range of digital content
- 0.5% increase in book checkouts (63,973 to 64,291), reflecting an active school holiday period, and the busiest month of March since 2018.

Regulatory Services

Environmental Services

A total of 1,447 Requests for Service (RFS) were received and 1,458 RFSs were closed during the March/April period for Environmental Services.

Animal Management

The Animal Management team received a total of 700 RFS during March-April 2021. Despite the high number the Animal Management team have continued to meet response with an average of 97.5% for urgent RFS and 95% non-urgent.

For the 2020/2021 registration period, there are now 8,707 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 known unregistered dogs and updating the data base.

76 dogs were impounded across the District during the March/April period, with 12 dogs rehomed through the Council's website. Over 3,000 likes have now been received on the FNDC 'Adoptadog' page. This is due to the ongoing effort and commitment from the team to find the best outcome for dogs in our care.

The Northern Animal Shelter is on track to be operational and receive dogs from July 2021. Once operational the temporary dog pound in Horeke will be decommissioned.



Environmental Health and Monitoring Compliance

A total of 64 food business verifications were completed and 45 proactive alcohol license Good Host Visits (GHV) were conducted in March/April 2021. 77% of all licensed premises in the district have now had GHV's.

Noise complaint RFS remain high with a total of 225 noise complaints received in the March/April period, with 128 received in April. This is most likely reflective of the two long weekends in that month. Response rates average for the March/April period at 74.2% for urban areas and 83.3% for rural areas. Resourcing for Police assistance is affecting ability to respond to some incidents on time for First Security

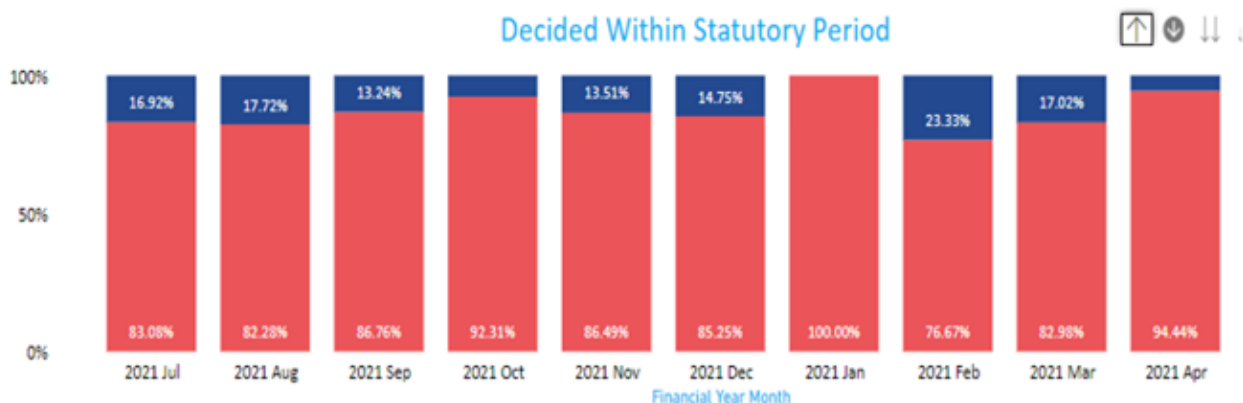
A new Parking Warden started on 22 February 2021 and began monitoring in March. A total of 172 infringements for stationary vehicle offences have been issued over the March/April period.

Resource Consents Management

There has been a significant increase in the number of resource consent applications, with 144 applications received over the March/April period.

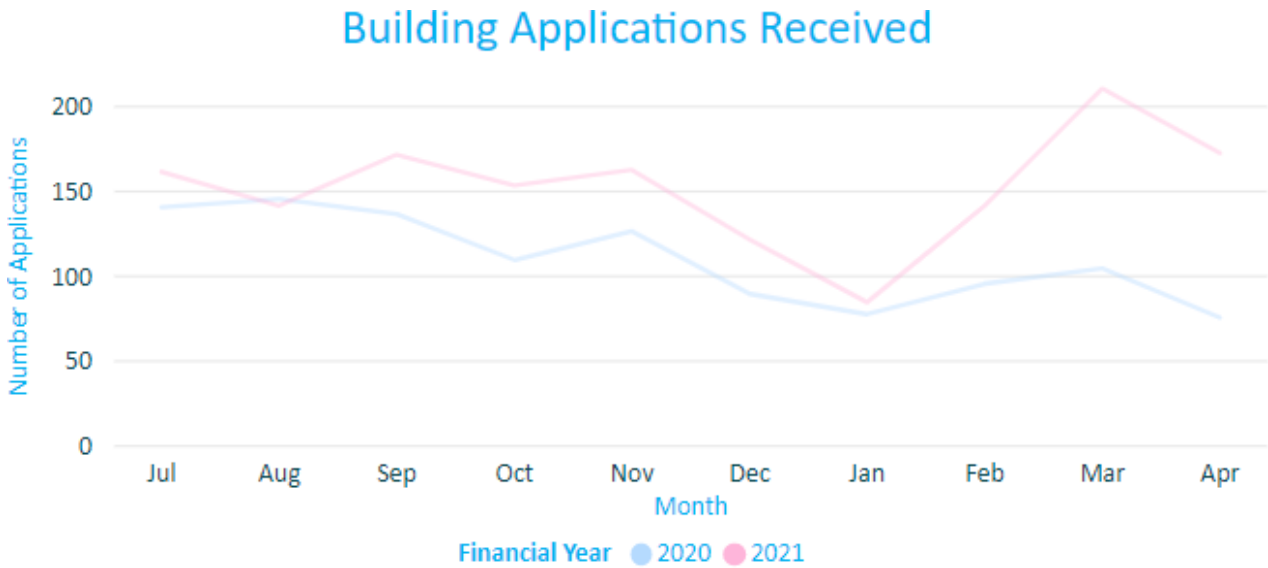
With the high number of applications received, there has been a need to use consultant planners and Engineers. Year to date 26% of applications have been sent to consultant Planners and 55% to consultant Engineers.

Processing applications within statutory requirements continues to improve with 83% achieved in March and 94% in April 2021. Some of the processing delays have been due to obtaining Engineering advice and stormwater matters on time.



Discounts applied to consent processing for 2020/2021 to the end of April is \$43,768.88. For the same period last year there had been \$179,958.79 applied. This amount is reflective of meeting statutory timeframes.

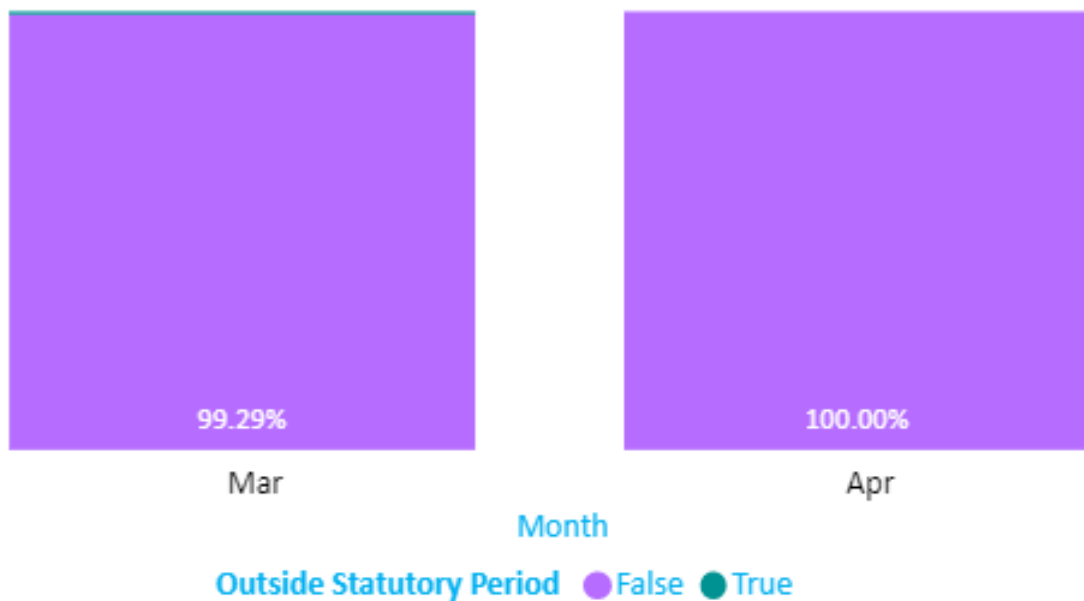
Building Consents Management



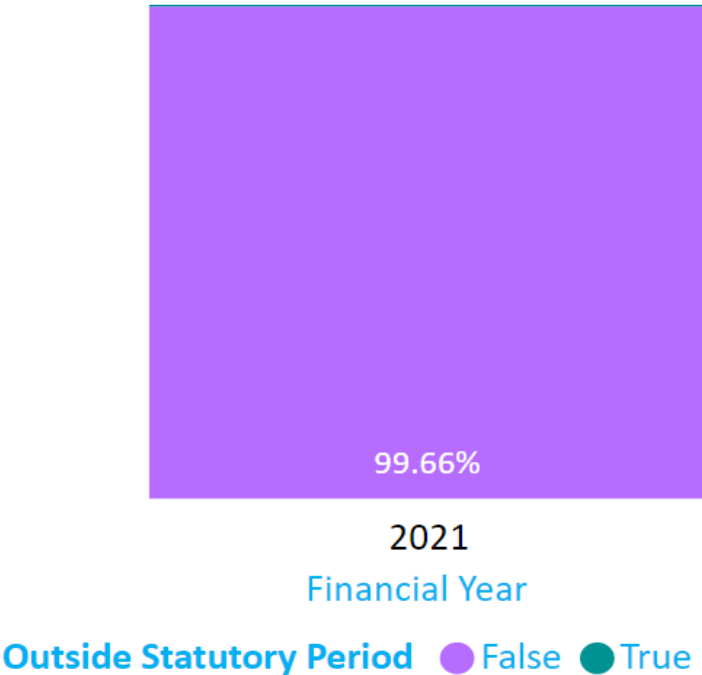
Consents received for March (210) and April (172) were higher than last year for both months.

Building consent 20-day compliance rates for March and April.

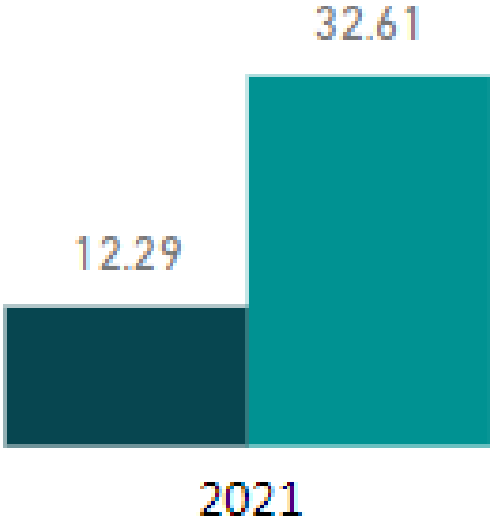
Granted or Refused Within Statutory Period



Granted or Refused Within Statutory Period

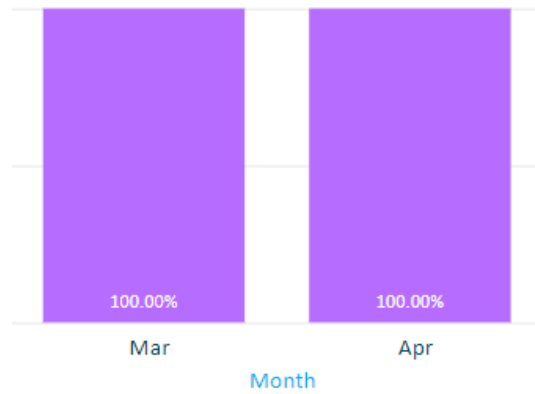


99.66% of building consents were issued within the legislative timeframe of twenty working days during the 2020/21 Financial Year.

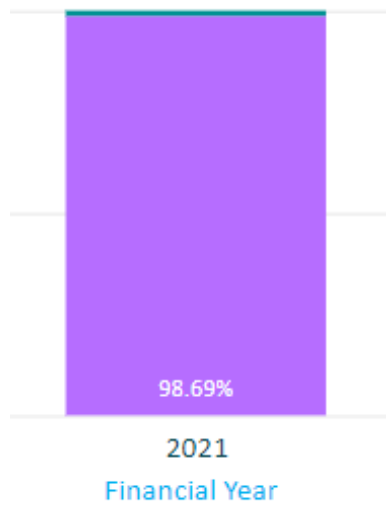


The average number of days to issue a consent for the above period is 12.29 working days (against the 20-day statutory requirement) and 32.61 calendar days.

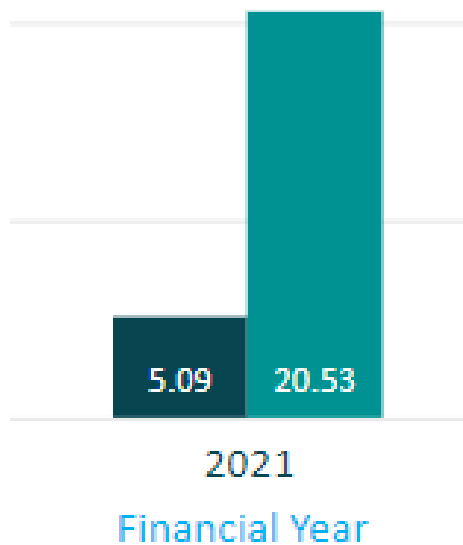
Code Compliance Certificate 20-day compliance rates for March and April



Code Compliance Certificate compliance for March and April is 100%



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



Small improvement in statutory days to issue Code Compliance Certificate's, which currently takes on average 5.09 days to issue.

Building Accreditation / Building Consent Authority (BCA) Update

The BCA is currently accredited and will have a remote check in with IANZ in October 2021 and a full audit in October 2022.

Building Compliance

- 75 Building Warrant of Fitness (BWOFF) audits were undertaken during the March and April period.
- 99 RFS were received during March and April, consistent with the summer months of the previous year.
- 37 Notices to Fix were issued for breaches of the Building Act and 4 Infringements were issued for building-related breaches.
- A total of 23 Certificates of Acceptance were approved.

Swimming Pools

61 pool inspections were carried out during the months of March and April; the fail rate for this period was still around 30%. This total remains a concern, however the figures are consistent with other regions such as Auckland. 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](#).