



**Far North
District Council**



Te Kaunihera o Tai Tokerau ki te Raki

AGENDA


Strategy and Policy Committee Meeting

Tuesday, 26 July 2022

Time: 9:30 am
Location: Council Chamber
Memorial Avenue
Kaikohe

Membership:

Cr Rachel Smith - Chairperson
Cr David Clendon – Deputy Chairperson
Mayor John Carter
Deputy Mayor Ann Court
Cr Dave Collard
Cr Felicity Foy
Cr Kelly Stratford
Cr Moko Tepania
Cr John Vujcich
Member Belinda Ward – Bay of Islands-Whangaroa Ward

	Authorising Body	Mayor/Council
	Status	Standing Committee
COUNCIL COMMITTEE	Title	Strategy and Policy Committee Terms of Reference
	Approval Date	19 December 2019
	Responsible Officer	Chief Executive

Purpose

The purpose of the Strategy and Policy Committee (the Committee) is to set direction for the district, determine specific outcomes that need to be met to deliver on that vision, and set in place the strategies, policies, and work programmes to achieve those goals.

In determining and shaping the strategies, policies and work programme of the Council, the Committee takes a holistic approach to ensure there is strong alignment between the objectives and work programmes of the strategic outcomes of Council, being:

- Better data and information
- Affordable core infrastructure
- Improved Council capabilities and performance
- Address affordability
- Civic leadership and advocacy
- Empowering communities

The Committee will review the effectiveness of the following aspects:

- Trust and confidence in decision-making by keeping our communities informed and involved in decision-making.
- Operational performance including strategy and policy development, monitoring, and reporting on significant projects, including, but not limited to:
 - FN2100
 - District wide strategies (Infrastructure/ Reserves/Climate Change/Transport)
 - District Plan
 - Significant projects (not infrastructure)
 - Financial Strategy
 - Data Governance
 - Affordability
- Consultation and engagement including submissions to external bodies / organisations

To perform his or her role effectively, each Committee member must develop and maintain

his or her skills and knowledge, including an understanding of the Committee's responsibilities, and of the Council's business, operations, and risks.

Power to Delegate

The Strategy and Policy Committee may not delegate any of its responsibilities, duties, or powers.

Membership

The Council will determine the membership of the Strategy and Policy Committee.

The Strategy and Policy Committee will comprise of at least seven elected members (one of which will be the chairperson).

Mayor Carter

Rachel Smith – Chairperson

David Clendon – Deputy Chairperson

Moko Tepania

Ann Court

Felicity Foy

Dave Collard

John Vujcich

Belinda Ward – Bay of Islands-Whangaroa Community Board

Non-appointed Councillors may attend meetings with speaking rights, but not voting rights.

Quorum

The quorum at a meeting of the Strategy and Policy Committee is 5 members.

Frequency of Meetings

The Strategy and Policy Committee shall meet every 6 weeks but may be cancelled if there is no business.

Committees Responsibilities

The Committees responsibilities are described below:

Strategy and Policy Development

- Oversee the Strategic Planning and Policy work programme
- Develop and agree strategy and policy for consultation / engagement.
- Recommend to Council strategy and policy for adoption.
- Monitor and review strategy and policy.

Service levels (non-regulatory)

- Recommend service level changes and new initiatives to the Long Term and Annual Plan processes.

Policies and Bylaws

- Leading the development and review of Council's policies and district bylaws when and as directed by Council
- Recommend to Council new or amended bylaws for adoption

Consultation and Engagement

- Conduct any consultation processes required on issues before the Committee.
- Act as a community interface (with, as required, the relevant Community Board(s)) for consultation on policies and as a forum for engaging effectively.
- Receive reports from Council's Portfolio and Working Parties and monitor engagement.

- Review as necessary and agree the model for Portfolios and Working Parties.

Strategic Relationships

- Oversee Council's strategic relationships, including with Māori, the Crown, and foreign investors, particularly China
- Oversee, develop, and approve engagement opportunities triggered by the provisions of Mana Whakahono-ā-Rohe under the Resource Management Act 1991
- Recommend to Council the adoption of new Memoranda of Understanding (MOU)
- Meet annually with local MOU partners
- Quarterly reviewing operation of all Memoranda of Understanding
- Quarterly reviewing Council's relationships with iwi, hapū, and post-settlement governance entities in the Far North District
- Monitor Sister City relationships
- Special projects (such as Te Pū o Te Wheke or water storage projects)

Submissions and Remits

- Approve submissions to, and endorse remits for, external bodies / organisations and on legislation and regulatory proposals, provided that:
 - If there is insufficient time for the matter to be determined by the Committee before the submission "close date" the submission can be agreed by the relevant Portfolio Leaders, Chair of the Strategy and Policy Committee, Mayor, and Chief Executive (all Councillors must be advised of the submission and provided copies if requested).
 - If the submission is of a technical and operational nature, the submission can be approved by the Chief Executive (in consultation with the relevant Portfolio Leader prior to lodging the submission).
- Oversee, develop, and approve any relevant remits triggered by governance or management commencing in January of each calendar year.
- Recommend to Council those remits that meet Council's legislative, strategic, and operational objectives to enable voting at the LGNZ AGM. All endorsements will take into account the views of our communities (where possible) and consider the unique attributes of the district.

Fees

- Set fees in accordance with legislative requirements unless the fees are set under a bylaw (in which case the decision is retained by Council and the committee has the power of recommendation) or set as part of the Long-Term Plan or Annual Plan (in which case the decision will be considered by the Long-Term Plan and Annual Plan and approved by Council).

District Plan

- Review and approve for notification a proposed District Plan, a proposed change to the District Plan, or a variation to a proposed plan or proposed plan change (excluding any plan change notified under clause 25(2)(a), First Schedule of the Resource Management Act 1991);
- Withdraw a proposed plan or plan change under clause 8D, First Schedule of the Resource Management Act 1991.
- Make the following decisions to facilitate the administration of proposed plan, plan changes, variations, designation, and heritage order processes:
 - To authorise the resolution of appeals on a proposed plan, plan change or variation unless the issue is minor and approved by the Portfolio Leader District Plan and the Chair of the Regulatory committee.
 - To decide whether a decision of a Requiring Authority or Heritage Protection Authority will be appealed to the Environment Court by council and authorise the resolution of any such appeal.
 - To consider and approve council submissions on a proposed plan, plan changes, and variations.
 - To manage the private plan change process.
 - To accept, adopt or reject private plan change applications under clause 25 First Schedule Resource Management Act (RMA).

Rules and Procedures

Council's Standing Orders and Code of Conduct apply to all the committee's meetings.

Annual reporting

The Chair of the Committee will submit a written report to the Chief Executive on an annual basis. The review will summarise the activities of the Committee and how it has contributed to the Council's governance and strategic objectives. The Chief Executive will place the report on the next available agenda of the governing body.

Far North District Council
Strategy and Policy Committee Meeting
will be held in the Council Chamber, Memorial Avenue, Kaikohe on:
Tuesday 26 July 2022 at 9:30 am

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1 KARAKIA TIMATANGA – OPENING PRAYER**2 NGA WHAKAPĀHA ME NGĀ PĀNGA MEMA / APOLOGIES AND DECLARATIONS OF INTEREST**

Members need to stand aside from decision-making when a conflict arises between their role as a Member of the Committee and any private or other external interest they might have. This note is provided as a reminder to Members to review the matters on the agenda and assess and identify where they may have a pecuniary or other conflict of interest, or where there may be a perception of a conflict of interest.

If a Member feels they do have a conflict of interest, they should publicly declare that at the start of the meeting or of the relevant item of business and refrain from participating in the discussion or voting on that item. If a Member thinks they may have a conflict of interest, they can seek advice from the Chief Executive Officer or the Team Leader Democracy Support (preferably before the meeting).

It is noted that while members can seek advice the final decision as to whether a conflict exists rests with the member.

3 NGĀ TONO KŌRERO / DEPUTATION

No requests for deputations were received at the time of the Agenda going to print.

4 CONFIRMATION OF PREVIOUS MINUTES

4.1 CONFIRMATION OF PREVIOUS MINUTES

File Number: A3778857

Author: Marlema Baker, Democracy Advisor

Authoriser: Aisha Huriwai, Team Leader Democracy Services

PURPOSE OF THE REPORT

The minutes of the previous Strategy and Policy Committee meeting are attached to allow the Committee to confirm that the minutes are a true and correct record.

RECOMMENDATION

That the Strategy and Policy Committee agrees that the minutes of the meeting held 14 June 2022 be confirmed as a true and correct record.

1) BACKGROUND

Local Government Act 2002 Schedule 7 Section 28 states that a local authority must keep minutes of its proceedings. The minutes of these proceedings duly entered and authenticated as prescribed by a local authority are prima facie evidence of those meetings.

2) DISCUSSION AND OPTIONS

The minutes of the meeting are attached. Far North District Council Standing Orders Section 27.3 states that no discussion shall arise on the substance of the minutes in any succeeding meeting, except as to their correctness.

Reason for the recommendation

The reason for the recommendation is to confirm the minutes are a true and correct record of the previous meeting.

3) FINANCIAL IMPLICATIONS AND BUDGETARY PROVISION

There are no financial implications or the need for budgetary provision.

ATTACHMENTS

- 1. Strategy and Policy Committee Minutes 14 June 2022 - A3748917** [↓](#) 

Compliance schedule:

Full consideration has been given to the provisions of the Local Government Act 2002 S77 in relation to decision making, in particular:

1. A Local authority must, in the course of the decision-making process,
 - a) Seek to identify all reasonably practicable options for the achievement of the objective of a decision; and
 - b) Assess the options in terms of their advantages and disadvantages; and
 - c) If any of the options identified under paragraph (a) involves a significant decision in relation to land or a body of water, take into account the relationship of Māori and their culture and traditions with their ancestral land, water sites, waahi tapu, valued flora and fauna and other taonga.
2. This section is subject to Section 79 - Compliance with procedures in relation to decisions.

Compliance requirement	Staff assessment
State the level of significance (high or low) of the issue or proposal as determined by the Council's Significance and Engagement Policy	This is a matter of low significance.
State the relevant Council policies (external or internal), legislation, and/or community outcomes (as stated in the LTP) that relate to this decision.	This report complies with the Local Government Act 2002 Schedule 7 Section 28.
State whether this issue or proposal has a District wide relevance and, if not, the ways in which the appropriate Community Board's views have been sought.	It is the responsibility of each meeting to confirm their minutes therefore the views of another meeting are not relevant.
State the possible implications for Māori and how Māori have been provided with an opportunity to contribute to decision making if this decision is significant and relates to land and/or any body of water.	There are no implications on Māori in confirming minutes from a previous meeting. Any implications on Māori arising from matters included in meeting minutes should be considered as part of the relevant report.
Identify persons likely to be affected by or have an interest in the matter, and how you have given consideration to their views or preferences.	This report is asking for the minutes to be confirmed as true and correct record, any interests that affect other people should be considered as part of the individual reports.
State the financial implications and where budgetary provisions have been made to support this decision.	There are no financial implications or the need for budgetary provision arising from this report.
Chief Financial Officer review.	The Chief Financial Officer has not reviewed this report.

Strategy and Policy Committee Meeting Minutes

14 June 2022

**MINUTES OF FAR NORTH DISTRICT COUNCIL
STRATEGY AND POLICY COMMITTEE MEETING
HELD AT THE COUNCIL CHAMBER, MEMORIAL AVENUE, KAIKOHE
ON TUESDAY, 14 JUNE 2022 AT 9:31 AM**

PRESENT: Chair Rachel Smith, Cr David Clendon, Mayor John Carter (HWTM), Deputy Mayor Ann Court, Cr Felicity Foy, Cr Kelly Stratford, Cr Moko Tepania, Cr John Vujcich, Member Belinda Ward

IN ATTENDANCE: William J Taylor, MBE (General Manager Corporate Services), Dean Myburgh (General Manager District Services), Darren Edwards (General Manager Strategic Planning and Policy)

STAFF PRESENT: Aisha Huriwai (Team Leader – Democracy Services), Kirsten Griffiths (Policy Advisor), Zac Whitsitt (Policy Advisor), Briar Macken (Team Leader – Policy), Greg Wilson (Manager – District Planning), Roger Ackers Manager – Strategy Development), Andrew McPhee (Senior Policy Planner), Theresa Burkhardt (Policy Planner), Sarah Trinder (Policy Planner), Ross Baker (Parks and Reserves Planner), Marlema Baker (Democracy Advisor).

1 KARAKIA TIMATANGA – OPENING PRAYER

Chair Rachel Smith commenced the meeting and Cr Moko Tepania opened with a karakia.

2 NGĀ WHAKAPĀHA ME NGĀ PĀNGA MEMA / APOLOGIES AND DECLARATIONS OF INTEREST

2.1 APOLOGIES

RESOLUTION 2022/34

Moved: Mayor John Carter
Seconded: Deputy Mayor Ann Court

That the Strategy and Policy Committee receive an apology from Cr Dave Collard, who is attending the Civil Defence Emergency Management meeting, and apologies from Mayor John Carter and Deputy Mayor Ann Court for early departure.

CARRIED

3 NGĀ TONO KŌRERO / DEPUTATION

Nick Brunson – Infometrics presentation. Item 6.1 refers. (*Objective ID: A3778870*)

Cr Felicity Foy arrived at 9:37 am

4 CONFIRMATION OF PREVIOUS MINUTES

4.1 CONFIRMATION OF PREVIOUS MINUTES

Agenda item 4.1 document number A3709859, pages 16 - 25 refers

RESOLUTION 2022/35

Moved: Cr Moko Tepania
Seconded: Cr John Vujcich

Page 1

That the Strategy and Policy Committee agrees that the minutes of the meeting held 3 May 2022 be confirmed as a true and correct record.

CARRIED

Action:

Item 6.1 "Resident Opinion Survey 2021-22", left to lie at the last meeting to be brought to the 26 July 2022 meeting.

5 REPORTS

*Cr Foy left the meeting at 10:18 am – returned at 10:20 am
Cr Stratford left the meeting at 10:46 am – returned at 10:49 am
Cr Tepania left the meeting at 10:49 am – returned at 10:51 am
Deputy Mayor Ann Court left the meeting at 10:51 am
Mayor Carter left the meeting at 11:08 am – returned at 11:15 am
Meeting adjourned at 11:24 am – 11:36 am*

5.1 PROPOSED FAR NORTH DISTRICT PLAN – PUBLIC NOTIFICATION

Agenda item 5.1 document number A3722637, pages 26 - 38 refers

RESOLUTION 2022/36

Moved: Mayor John Carter

Seconded: Cr Kelly Stratford

That having considered all matters raised in the report, the Strategy and Policy Committee recommend that Council:

- a) approves the Proposed District Plan and associated section 32 reports for public notification pursuant to Schedule 1 of the Resource Management Act 1991.**
- b) authorises the Mayor, Chairperson of the Strategic Planning and Policy Committee and Chief Executive to make any minor editorial or technical amendments to the Proposed District Plan and associated section 32 reports deemed necessary before public notification.**

CARRIED

5.2 ALFRESCO DINING POLICY - RECOMMENDATION TO REVOKE POLICY

Agenda item 5.2 document number A3671465, pages 39 - 45 refers

RESOLUTION 2022/37

Moved: Cr Kelly Stratford

Seconded: Cr Moko Tepania

That the Strategy and Policy Committee recommend that Council;

- a) revoke the Alfresco Dining Policy 2014.**
- b) delegate to Community Boards authority to comment on Alfresco Dining Applications**

CARRIED

*Mayor Carter left the meeting at 11:54 am – returned at 11:57 am
Deputy Mayor Ann Court returned to the meeting 12:31 pm*

5.3 PARKS AND RESERVES POLICY DEVELOPMENT

Agenda item 5.3 document number A3651114, pages 46 - 69 refers

RESOLUTION 2022/38

Moved: Cr Kelly Stratford

Seconded: Cr Moko Tepania

That the report 'Parks and Reserves Policy Development' from the '8 February 2022' meeting be uplifted from the table.

The Strategy and Policy Committee recommends to Council:

- a) that research into a reduction in the use of herbicides on Council owned land be completed in line with the 2023-24 Annual Plan process and that either the Parks and Reserves Policy be amended in the future to capture the reduction in the use of herbicides or include such reference in the proposed Vegetation Policy.**
- b) adopt the Parks and Reserves Policy.**

Against: Cr David Clendon

CARRIED

*Meeting adjourned for lunch 12:57 pm – 1:34 pm
Mayor John Carter departed the meeting at 1:34 pm*

5.4 PROPOSAL FOR CONSULTATION - DRAFT PARKS AND RESERVES BYLAW

Agenda item 5.4 document number A3702920, pages 70 - 84 refers

RESOLUTION 2022/39

Moved: Deputy Mayor Ann Court

Seconded: Cr John Vujcich

That the Strategy and Policy Committee recommend that Council:

- a) approve that the Parks and Reserves Bylaw be drafted under both the Reserves Act 1977 and the Local Government Act 2002 as it is the most appropriate way of addressing the problems of nuisance, health and safety and offensive behaviour on Council-controlled parks and reserves**
- b) approve the Proposal for a new Parks and Reserves Bylaw in Attachment 1 to be released for public consultation to meet the requirements of the Local Government Act 2022 Section 156**
- c) approve the period for making written submissions on the proposal be from 1 July to 29 July 2022**
- d) approve the Strategy and Policy Committee to hear any oral submissions at the 26 July 2022 meeting, and agrees to delegate, to the Chair, the power to change the date of the oral presentations of submissions**
- e) directs Council staff to make all necessary logistical arrangements for oral submissions to be heard on 26 July 2022, either in person in the Council chambers or online via Microsoft Teams.**

CARRIED

Strategy and Policy Committee Meeting Minutes

14 June 2022

*Cr Foy left the meeting 1:56 pm – returned at 1:59 pm***5.5 AMENDED POU HERENGA TAI TWIN COAST CYCLE TRAIL BYLAW - APPROVAL OF DRAFT FOR PUBLIC CONSULTATION**

Agenda item 5.5 document number A3691409, pages 85 – 125 refers

RESOLUTION 2022/40

Moved: Cr John Vujcich

Seconded: Cr Moko Tepania

That the Strategy and Policy Committee:

- a) approves the proposal for an amended Pou Herenga Tai – Twin Coast Cycle Trail Bylaw in Attachment 1 to be released for public consultation to meet the requirements of section 156 of the Local Government Act 2002
- b) approves the period for making written submissions on the statement of proposal in Attachment 1 be from 20 June 2022 to 20 July 2022
- c) approves the Strategy and Policy Committee will hear any people wanting to present their submissions orally on Tuesday 26 July 2022 and agrees to delegate, to the Chair, the power to change the date of the oral presentations of submissions
- d) directs Council staff to make all necessary logistical arrangements for people to be heard, on 26 July 2022, either in person in the Council chambers or online via Microsoft Teams.

CARRIED**6 INFORMATION REPORTS****6.2 NOTHING BUT NET PROGRAMME UPDATE**

Agenda item 6.2 document number A3728195, pages 175 - 177 refers

RESOLUTION 2022/41

Moved: Cr Felicity Foy

Seconded: Cr Kelly Stratford

That the Strategy and Policy Committee receive the report “Nothing But Net Programme Update”;

- a) and that a paper be provided by the “Nothing But Net” team to the Infrastructure Committee on the options and costs for technology for data input in regard to rubbish bins, public toilet usage/frequency of use and cleaning, and the frequency of mowing of each reserve, and that recommendations be provided for the use of such technology as part of the New Reserve and Public Amenities Services contract that is coming up for review.

CARRIED*Cr Vujcich left departed the meeting at 2:18 pm**Cr Foy left the meeting 2:36pm*

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14 June 2022

6.1 FAR NORTH DISTRICT POPULATION PROJECTIONS

Agenda item 6.1 document number A3688855, pages 126 - 174 refers

RESOLUTION 2022/42

Moved: Cr Moko Tepania

Seconded: Deputy Mayor Ann Court

That the Strategy and Policy Committee receive the report Far North District population projections.**CARRIED***Cr Stratford left the meeting 3:00 pm***6.3 STRATEGY AND POLICY ACTION SHEET UPDATE JUNE 2022**

Agenda item 6.3 document number A3709878, pages 178 - 185 refers

RESOLUTION 2022/43

Moved: Chair Rachel Smith

Seconded: Cr Moko Tepania

That the Strategy and Policy Committee receive the report Action Sheet Update for June 2022.**CARRIED****7 KARAKIA WHAKAMUTUNGA – CLOSING PRAYER**

Cr Moko Tepania close the meeting with a karakia

8 TE KAPINGA HUI / MEETING CLOSE**The meeting closed at 3:02 pm.****The minutes of this meeting will be confirmed at the Strategy and Policy Committee Meeting held on 26 July 2022.**.....
CHAIRPERSON

5 REPORTS

5.1 ACCESSIBILITY POLICY – RECOMMENDATION FOR MAKING A NEW POLICY

File Number: A3739268

Author: Zac Whitsitt, Policy Advisor

Authoriser: Darren Edwards, General Manager - Strategic Planning and Policy

TAKE PŪRONGO / PURPOSE OF THE REPORT

To replace the current Equity and Access for People with Disabilities Policy with the Accessibility Policy.

WHAKARĀPOOTO MATUA / EXECUTIVE SUMMARY

- Council resolved on 24 February 2022 that the Access and Equity for People with Disabilities Policy should continue with amendment.
- Due to the number of proposed amendments, council staff are recommending replacing the policy with a new Accessibility Policy.
- The Accessibility Policy will provide clear guidance that council must consider access-needs in all facets of council operations and strategic thinking.

TŪTOHUNGA / RECOMMENDATION

That the Strategy and Policy Committee recommends that Council:

- a) make the Accessibility Policy 2022 for the Far North District Council**
- b) revoke the Equity and Access for People with Disabilities Policy 2016.**

1) TĀHUHU KŌRERO / BACKGROUND

On 24 February 2022, council through resolution 2022/5 confirmed that the Equity and Access for People with Disabilities Policy should continue with amendment and that a Regional Accessibility Strategy is the most appropriate way to address access to council services, facilities, and assets in the Far North.

The original policy was created following concerns raised by the Disability Action Group (DAG) in relation to accessing council-owned facilities. The policy intention was to contribute to a greater understanding from council to consider and champion the needs of those with access-needs and establish the council as a leader in accessibility.

Concerns were raised about whether the existing Equity and Access for People with Disabilities policy was meeting expectations and being implemented appropriately.

It is an important role of local government to actively support the lives of those who live in the community. Recognising those with access-needs and providing safe facilities, and clear communication allows all members of the public the opportunity to participate in a safe and understanding society.

2) MATAPAKI ME NGĀ KŌWHIRINGA / DISCUSSION AND OPTIONS

Overview of the new policy Accessibility Policy

Development of the new Accessibility Policy has focussed on the creation of a policy that outlines clear activities and behaviours of council staff to support and enable those with access-needs to participate in local government processes and use public facilities. The Accessibility Policy will provide clear guidance to council when conducting council business.

The development process of this policy led to commitment across different council units to gain an understanding of what is achievable and measurable to be included in the new policy.

This policy is one where council staff can be accountable to those with access-needs. The policy sets no expectation on the behaviours of members of the public, and how they should or could interact with council.

The new policy has clearer language to support council staff consider access-needs in their work, with a particular focus on fostering an organisational culture and environment that enhances the experiences of those with access-needs.

The new accessibility policy recognises the social model of disability described by the Office for Disability Issues. The social model of disability recognises that people have a disability when their needs are not considered, and access and participation is compromised.

This policy replaces the previous Equity and Access for People with Disabilities Policy which was not providing the support and guidance as intended.

The Equity and Access for People with Disabilities Policy was limited in scope when considering the broad range of access-needs versus people with disabilities. Expanding the coverage of this policy to support those with other access needs was important to encourage inclusion across a wider demographic of the Far North population. Further concerns were noted that the policy was not being implemented as intended and not delivering against the objective.

Objectives

The key objective of the new accessibility policy is to position the Far North District Council as a leader in inclusion through effective guidance, policies and strategies that ensure the mana motuhake (self-determination) as asserted in WAI2575 Health Services and Outcomes Inquiry, participation, and safety of all residents in the Far North Region.

Policies

Policy statements are written under 5 key headings:

- Communications
- Participation
- Consideration
- Staff
- Facilities and Amenities

Policy statements under each of these headings aim to directly meet the stated objective of the policy and contribute to supporting those with access needs to participate in a mana enhancing way that encourages independence and a strong sense of mana motuhake as guaranteed by te Tiriti o Waitangi.

The Accessibility Policy seeks to provide expectations and clear guidance for council to ensure meaningful interaction, access, and communication is available to all in the Far North District, including those with access-needs.

Communication and Engagement

A draft of the Accessibility Policy was shared with the Disability Action Group (DAG) for their feedback. A presentation was also delivered to the DAG group to allow for further understanding, discussion, and feedback to be received on the updated policy. Appropriate changes arising from consultation with the DAG group have been incorporated into the policy.

A review of the Accessibility Policy in line with the Significance and Engagement Policy determined that the level of significance for the policy is low. A significant level of engagement will take place for the Regional Accessibility Strategy.

Wider engagement on the new policy would invite responses to the policy that are best served and met by other initiatives such as the Regional Accessibility Strategy work.

Implications for Māori

This policy focusses on delivering positive outcomes and changes for those with access needs, including tāngata whaikaha. Tāngata whaikaha refers to Māori who are disabled, whaikaha means “to have ability” or “to be enabled”. This policy seeks to empower Māori and sets out in the objective to ensure that a mana enhancing approach is used for those with access-needs, and to ensure that te Tiriti o Waitangi is intrinsically woven throughout the Accessibility Policy. This is reflected by mana motuhake (self-determination) being a cornerstone of this policy.

Māori are disproportionately represented in disability statistics. This policy acknowledges the unique and diverse needs of those who are part of the access-needs community and provides an equitable approach to ensuring active participation in the functions of democracy and local government including access to facilities, and services.

Take Tūtohunga / Reason for the recommendation

The recommended option of adopting the Accessibility Policy will:

- ensure a clear and concise policy to support council staff
- provide assurance to the access-needs community that accessibility will be considered in the work programme of council
- will provide clear direction for communication, and involvement of all members of the Far North Region
- provide a baseline set of expectations that council commit to delivering

3) PĀNGA PŪTEA ME NGĀ WĀHANGA TAHUA / FINANCIAL IMPLICATIONS AND BUDGETARY PROVISION

There are no financial implications arising from making a new Accessibility Policy.

ĀPITIHINGA / ATTACHMENTS

1. **Accessibility Policy 2022 - A3713992** [!\[\]\(029651ce9ee64da8525b17c64e266edc_img.jpg\)](#) 
2. **Equity and Access for People with Disabilities Policy 2013 - A2107117** [!\[\]\(310e475275728c8e1dc2a5c976e124f9_img.jpg\)](#) 

Hōtaka Take Ōkawa / Compliance Schedule:

Full consideration has been given to the provisions of the Local Government Act 2002 S77 in relation to decision making, in particular:

1. A Local authority must, in the course of the decision-making process,
 - a) Seek to identify all reasonably practicable options for the achievement of the objective of a decision; and
 - b) Assess the options in terms of their advantages and disadvantages; and
 - c) If any of the options identified under paragraph (a) involves a significant decision in relation to land or a body of water, take into account the relationship of Māori and their culture and traditions with their ancestral land, water sites, waahi tapu, valued flora and fauna and other taonga.
2. This section is subject to Section 79 - Compliance with procedures in relation to decisions.

He Take Ōkawa / Compliance Requirement	Aromatawai Kaimahi / Staff Assessment
State the level of significance (high or low) of the issue or proposal as determined by the Council's Significance and Engagement Policy	An assessment against the Significance and Engagement Policy revealed that this policy has a low level of significant. This policy does not involve a decrease in levels of service, transfer of land or water assets or significant financial cost.
State the relevant Council policies (external or internal), legislation, and/or community outcomes (as stated in the LTP) that relate to this decision.	This policy aims to ensure that those with access needs are provided equitable opportunities to participate and access council facilities and functions, through clear communication. It also provides staff with clear guidance in how to incorporate and consider access-needs across working areas.
State whether this issue or proposal has a District wide relevance and, if not, the ways in which the appropriate Community Board's views have been sought.	This policy directly informs the work of the Far North District Council. It is designed to provide support and clear guidance to council staff, contractors, and elected members and representatives. Community boards are represented on the Disability Action Group which was consulted on during the development of this policy.
State the possible implications for Māori and how Māori have been provided with an opportunity to contribute to decision making if this decision is significant and relates to land and/or any body of water. State the possible implications and how this report aligns with Te Tiriti o Waitangi / The Treaty of Waitangi.	Te Tiriti o Waitangi has been incorporated through the Accessibility Policy including the principles and objectives. Introduction of mana-motuhake as a key outcome and principle highlights the unique approach to this policy, recognising that what works for Māori works for all.
Identify persons likely to be affected by or have an interest in the matter, and how you have given consideration to their views or preferences (for example – youth, the aged and those with disabilities).	The access-needs community is the group who will benefit from effective and successful implementation of this policy. This policy sets guidelines for staff to adhere to with the aim to ensure accessibility needs are actively considered and incorporated through all facets of council activities.

State the financial implications and where budgetary provisions have been made to support this decision.	The development and making of this policy will incur no financial cost outside of existing operational budget.
Chief Financial Officer review.	The Chief Financial Officer has reviewed this report



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Accessibility Policy

Adopted:
Last updated:

Background

The disabled community suffers from marginalisation, stigmatisation, and barriers that affect access to employment, education, recreation, entertainment, health care, and other services.

The council has a significant role as a provider of public services and facilities to support all people to access and participate in a meaningful manner. It is imperative that those with access needs are supported in a mana enhancing way that encourages independence and a strong sense of mana motuhake (self-determination) as guaranteed by te Tiriti o Waitangi and asserted in WAI2575 – Health Services and Outcomes Inquiry¹.

Supporting those who have accessibility needs to participate, may increase individuals' independence and oranga (wellbeing) which may contribute to positive interactions across the Far North, increasing quality of life, happiness, and reduction of stigma across the region.

The council can be champions in the region by providing safe and equitable experiences to all residents. This can be achieved by actively promoting accessibility services, and ensuring communications are accessible. Any action, service, and facility that provides for those with accessibility needs will benefit all who access these services.

Definitions

The following definitions apply to this Policy:

- **council** – means the Far North District Council.
- **policy** – means the Council's adopted Accessibility Policy
- **tangata whaikaha** – tangata refers to people and whaikaha means "to have ability" or "to be enabled" and refers to Māori with disabilities².

Disability

The council recognises the definition set out in the social model of disability. The social model of disability recognises that people have a disability when their needs are not considered, and access and participation is compromised.³

¹ [Hauora: Report on Stage One of the Health Services and Outcomes Kaupapa Inquiry \(justice.govt.nz\)](https://www.justice.govt.nz/human-rights/human-rights-commission/hauora-report/hauora-report-on-stage-one-of-the-health-services-and-outcomes-kaupapa-inquiry)

² <https://manawhaikaha.co.nz/about-us/mana-whaikaha-korero/>

³ <https://www.odi.govt.nz/home/about-disability/what-do-we-mean-by-disability-2/>

For the purposes of this policy, all who have access needs whether physical, intellectual, or other are considered, including but not limited to:

- disabilities and impairments
- English as a second language
- those with low literacy
- other impediments
- parents with young children
- disability assist dogs (as prescribed in Section 75 of the Dog Control Act)
- elderly and aging peoples
- temporarily impaired people (e.g., broken limbs and wheelchair support)

An accessible community is where everyone:

- is treated with dignity and respect
- can access all places, activities, services
- can access information easily and with dignity.

Legislative Context

This policy supports multiple legislative requirements for local authorities, including but not limited to:

- Human Rights Act 1993
- Building Act 2004
- NZS 4121:2001 – Design for access and mobility: Buildings and associated facilities

Te Tiriti o Waitangi ensures Māori can participate in important matters. This policy supports the principles of Te Tiriti o Waitangi by ensuring the voice of Māori is heard. Tāngata Whaikaha (Māori disabled) will be supported to provide their input and expertise recognising our obligations set out in te Tiriti o Waitangi.

Strategic alignment

The policy will support and contribute to achieving outcomes set out in various strategies and action plans nationally and locally.

This policy is informed by, and supports:

- The United Nations Convention on the Rights of Persons with Disabilities (2007)
- Human Rights Act 1993
- New Zealand Disability Strategy (2016-2026)
- He Korowai Oranga, the Māori Health Strategy
- National Disability Action Plan (2019-2023)
- Enabling Good Lives (EGL) by the Ministry for Disabled People.

Disability Action Group

The Far North District Council is supported by the Disability Action Group (DAG). The DAG provides advice and a conduit between the community and council for all matters as they relate to the disability and access-needs community. This policy supports the Terms of Reference for the DAG.

1. Council will ensure that information received on behalf of DAG is considered and responded to in a timely fashion.
 - a. Council will maintain a presence on DAG to provide information and guidance
 - b. Council will receive information from DAG and respond to this information in a timely manner.
2. The Disability Action Group Annual Strategic Goals document will be circulated to council and considered to provide cohesive alignment and accurate reflection of the accessibility communities' goals and stated outcomes.

Objective

To position the Far North District Council as a leader in inclusion through effective guidance, policies and strategies that ensure the mana motuhake (self-determination), participation and safety of all residents in the Far North Region by:

- recognising that people with disabilities are experts on their experiences
- ensuring information is accessible
- ensuring design and upgrades of facilities consider those with accessibility requirements,
 - referring to the engineering standards and minimum standards for buildings and actively considering universal access approaches to the design, build and alteration of new and existing facilities
 - considering accessibility requirements in each project and strategy
- encouraging and supporting all people regardless of ability to participate in democratic processes
- encouraging and supporting all residents regardless of ability to enjoy use of council facilities including recreation, reserves, parks, beaches, and buildings
- acknowledge that Māori are disproportionately represented in the disabled community
- upholding and delivering on the stated intentions set out by strategic documents.

Policies

Communications

3. Council will support people with disabilities and those with access needs to understand communications by council by:
 - a. providing information in a variety of formats such as easy-read, pictorial, video, audio and written as appropriate
 - b. recognising that people with disabilities are experts in their experiences
 - c. ensuring that public consultation is accessible.

Participation

4. Council will encourage participation by people with disabilities and access needs by:

- a. supporting the Disability Action Group to champion the needs and concerns of members of the access-needs communities
- b. giving effect to the principle of participation from Te Tiriti o Waitangi to ensure Māori participation in issues of significance to Māori and the access-needs community.

Consideration

5. Council will ensure accessibility is a key driver in all facets of council operations and strategic thinking by:
 - a. ensuring that plan, strategy, and policy processes include alignment to current policy, including alignment with this policy through the renewals program.
6. Council will consider the needs of the disability community are included in the development and resourcing of the Long-Term Plan and any other strategies or plans.

Staff

1. As an employer, council will provide all staff with support and guidance to promote safe inclusion and participation of people with disabilities by:
 - a. providing disability and access training to all people leaders
 - i. where people leaders identify accessibility training as vital to the role of their team, training will be provided; and,
 - ii. making available this training for all other staff.
 - b. providing this policy to all new staff as part of their induction
 - c. creating and reinforcing a culture that respects the diversity and individual needs of people who reside in the Far North District; and,
 - d. ensuring that disability is not a barrier to the democratic process, participation, or inclusion in council-led initiatives.

Facilities and amenities

2. As a provider of public facilities, amenities, programmes and services, the council will seek to improve access by:
 - a. ensuring clear signage is in place indicating accessible entrances, services, and facilities
 - b. providing suitable focus on the needs of the disabled community through capital works spending including upgrading and retrofitting of existing facilities through the renewals program, and services and design and development of new facilities and services; and,
 - c. incorporating universal design principles and applicable accessibility standards for all new infrastructure.

Monitoring and Implementation

- This policy will be reviewed in response to issues that may arise, every 5 years, at the request of the Council, or in response to changes to legislative or statutory requirements (whichever occurs first).
- Amendment to this policy following a review will be consulted on with the Disability Action Group and any other parties identified because of that consultation.

Council will monitor the implementation of the policy. An implementation plan for the Accessibility Policy will outline key activities to implement the policy.

Equity and Access for People with Disabilities Policy (#3211)

Adopted: 25 June 2013

Background

The Council recognises that access is an issue for people experiencing disabilities. Lack of access to buildings and other facilities is an obstacle in obtaining employment, education, entertainment, health care, and other services.

The Council is committed to promoting good practice in improving the participation of people in local government. It is essential that people with disabilities have input into decisions on local services and facilities that affect their lives. As an advocate for all citizens of the Far North, the Council has responsibilities to advocate for access and equity issues as they relate to people with disabilities.

The Council is an Equal Opportunity Employer and considers it is the right of all persons with disabilities to have the opportunity to be engaged in productive and meaningful employment which provides flexibility, equal opportunity and career path development. The Council is committed to providing training to create the right culture and to raise awareness of people experiencing disabilities.

The information needs of those who cannot use standard means of communication must be recognised. This includes people who have disabilities of hearing and/or vision, who have communication disabilities who use facilitative communication, as well as those who need help in using the information provided. Information must be available in a form appropriate to peoples' needs.

Objective

1. Council services, facilities and assets are accessible to people with a wide range of abilities.
2. Council staff are aware of disability in the community and receive appropriate training
3. Council are active champions of an inclusive society
4. Council has the opportunity to contribute towards this objective through the following roles:

Advocate - Council can advocate for access issues as they relate to people with disabilities.

Planner - Planning permission is sometimes needed to undertake development and the Council has an opportunity to influence development of the Far North.

Provider - The Council is a key provider of facilities and services including information and library services, pensioner housing, parks, sports facilities, community halls, and infrastructure services.

Employer – Council ensures that workers with disabilities are able to successfully pursue a career in Council by ensuring a fair and inclusive workplace.

Regulator – The Council has a regulatory function to ensure that quality standards and safety are maintained and barriers to access are removed.

Policies

1. Council will endeavour to ensure that people with disabilities have equitable access to facilities and the built environment by:

- a. Designing, constructing and maintaining footpaths, crossings, paved areas and streets in ways, which facilitate their safe and practical use
 - b. Addressing specific road safety issues raised by people with disabilities. These include problems with specific pedestrian crossings and intersections and uneven footpath surfaces
 - c. Designing, providing and monitoring the use of mobility parking so that it is physically accessible, affordable, safe to use and appropriately located
 - d. Enforcing regulations relating to footpaths and streets to allow people with disabilities to move about unobstructed (this includes, for example, cars parked across entrance ways and sandwich boards on footpaths)
 - e. Ensuring all Council services, facilities, amenities and places of recreation (for example parks and reserves, libraries and cultural venues) provide opportunities for people with disabilities to attend and participate where practicable
 - f. Consulting people with disabilities in the early planning and design stages of major Council facility developments and redevelopments
 - g. Enforcing statutory requirements for buildings and amenities to ensure their compliance with Building Act, Building Code and NZ4121: 1985 Code of Practise. New Zealand Standard 4121: Design for Access and Mobility - Buildings and Associated Facilities.
2. Council will ensure that people experiencing disabilities have opportunities to fully participate in Council design, planning, and decision making by:
 - a. Ensuring that the views of the disability community are considered in decisions which affect them
 - b. Establishing a disability action group consisting of people from the disability community to provide a voice direct to Council.
3. Council will ensure the rights of people with disabilities are upheld and promoted through advocacy and partnerships by:
 - a. Identifying and taking up opportunities to advocate for equity and access for people with disabilities.
 - b. Establishing ongoing communication with organisations in the disability community
 - c. Building the capacity of disability groups to take responsibility for advocating on their own behalf, e.g. Disability Action Group
 - d. Funding and supporting disability advocacy services in accordance with Council funding policies.
 - e. Advocating for policies, programmes, practices, and procedures that guarantee equal opportunity for all people with disabilities
 - f. Encouraging the portrayal of persons with disabilities by the media in a positive way, particularly the Council's own publications and publicity material
 - g. Participating in the development and implementation of the New Zealand Disability Strategy through submissions and participation in other consultation opportunities.
4. The Council has an Equal Employment Opportunities environment and a diverse workforce and will:
 - a. Encourage and facilitate the employment and development of staff with disabilities
 - b. Ensure that communication services, resources, and flexible workplace options are available
 - c. Ensure that job modification, skills training and on the job training is available
 - d. Endeavour to eliminate discriminatory or insensitive behaviour
 - e. Implement the requirements of the Health and Safety Act.
5. Council will ensure staff and elected member disability training programmes are available at all levels within the Council by:
 - a. Ensuring that Council staff and elected members undertake disability awareness training

- b. Ensuring that Barrier Free training is provided to technical staff such as building officers and project managers.
6. Council will ensure communication with people with disabilities allows and encourage access to Council information, events, services, and facilities by:
- a. Ensuring staff are aware of the need and are encouraged to provide information in various ways to meet different needs e.g. sign language
 - b. Where appropriate, ensuring information is available in alternative formats that are easier for the wider disability community to access, for example website, text, message services, large print, simple language and diagrams, radio, and email
 - c. Where appropriate, providing information about services in a variety of media (for example, publicising telephone and fax numbers and providing print information and radio notices)
 - d. Providing information about Council events and services for use by disability networks
 - e. Where appropriate, ensuring all Council facilities have clear signs which include internationally recognised symbols and indicators.

5.2 EASTER SUNDAY SHOP TRADING POLICY - RECOMMENDATIONS FOR MAKING A NEW POLICY

File Number: A3747991

Author: Donald Sheppard, Sustainability Programme Coordinator

Authoriser: Darren Edwards, General Manager - Strategic Planning and Policy

TAKE PŪRONGO / PURPOSE OF THE REPORT

To make the Easter Shop Trading Policy based on staff recommendations.

WHAKARĀPOPOTO MATUA / EXECUTIVE SUMMARY

- On 24 February 2022, the governing body approved the development of a new policy allowing shops to open on Easter Sunday throughout the Far North District.
- On 3 May 2022, the Strategy and Policy Committee approved a Statement of Proposal for a new Easter Shop Trading Policy be released for public consultation. This consultation took place between 9 May - 10 June 2022 and saw 113 submissions received.
- Council staff have analysed the submissions and recommended changes to the draft policy in response to these submissions (see Attachment 1).
- Attachment 2 is the proposed final policy for adoption.

TŪTOHUNGA / RECOMMENDATION

That the Strategy and Policy Committee recommend that Council:

- a) agree to the recommendations in the staff report on submissions and recommendations for consideration that:**
 - i) the word “shop” is replaced with the word “Shop” throughout the Policy;**
 - ii) in the ‘Application’ section of the policy, the words “legislative provisions” be replaced with “legislative instruments” and the words “licensing provisions” be replaced with “licensing laws”;**
 - iii) in the ‘Definitions’ section, the words “section 2 of” be added before “the Shop Trading Hours Act 1990”;**
 - iv) in the ‘Legislative Context’ section, the date of the Supply of Alcohol Act be changed from “2021” to “2012”.**
- b) under section 5A of the ‘Shop Trading Hours Act 1990’, make the Easter Sunday Shop Trading Policy as per attachment 2;**
- c) revoke the Easter Sunday Trading Policy 2017.**

1) TĀHUHU KŌRERO / BACKGROUND

On 24 February 2022, the governing body resolved a new policy should be developed to allow shops to open on Easter Sunday throughout the Far North District (Resolution 2022/5 refers).

On 3 May 2022, the Strategy and Policy Committee approved releasing a statement of proposal for a new Easter Shop Trading Policy for public consultation (Resolution 2022/22 refers).

113 written submissions were received between 9 May - 10 June 2022. No submitters asked to make an oral submission.

2) MATAPAKI ME NGĀ KŌWHIRINGA / DISCUSSION AND OPTIONS

Nature of public consultation

As required by section 5B of the Shop Trading Hours Act 1990 (the Act), consultation followed the special consultative procedure.

The opportunity to provide feedback on the policy was widely advertised in community newspapers and through social media. In addition, emails inviting input were sent to unions representing shop workers and to business associations in the district.

Summary of submissions

Eighty-six out of the 113 submissions received (76%) were in favour of the proposed new policy and none of the submissions suggested changes to the wording of the draft policy.

Approval for the policy to allow shop trading on Easter Sunday throughout the district has lifted from 48% in favour in 2017 to 76% in favour in 2022.

The report in Attachment 1 summarises the public submissions and recommends several slight drafting changes to the draft policy. If these recommendations are agreed to, council staff advise that the policy in Attachment 2 should be adopted under section 5A of the Act.

Content of the policy

The policy allows shops to open on Easter Sunday throughout the Far North District.

As required by section 5A of the Act, the policy does **not**:

- permit shops to open only for some purposes
- permit only some types of shops to open
- specify times when shops may not open
- include any other conditions for shops to open.

Under section 5A of the Act, the proposed policy includes a map of the area of jurisdiction (the Far North District).

Timing for making the policy

Under section 5C of the Act, the current Easter Sunday Trading Policy 2017 will revoke on 17 February 2024 as it was not reviewed by 17 February 2022. The council is not able to stop the Policy revoking. Therefore, to continue having an Easter Sunday trading policy, a new policy is required.

Changes from the current policy to the new policy

The content of the proposed new policy is essentially the same as the current Easter Sunday Trading Policy 2017, with the addition of the required map which was not included in the current Policy.

Take Tūtohunga / Reason for the recommendation

The new Easter Sunday Shop Trading Policy can be made because it follows the requirements of the Act. In addition, three quarters (76%) of submitters are in favour of allowing Easter Sunday trading across the district.

3) PĀNGA PŪTEA ME NGĀ WĀHANGA TAHUA / FINANCIAL IMPLICATIONS AND BUDGETARY PROVISION

The costs to implement the new Policy will come from existing operational budgets.

ĀPITI HANGA / ATTACHMENTS

1. **Analysis of Submissions - Easter Sunday Shop Trading Policy - A3751043** [↓](#) 

2. **Easter Sunday Shop Trading Policy 2022 - A3751038** [↓](#) 

Hōtaka Take Ōkawa / Compliance Schedule:

Full consideration has been given to the provisions of the Local Government Act 2002 S77 in relation to decision making, in particular:

1. A Local authority must, in the course of the decision-making process,
 - a) Seek to identify all reasonably practicable options for the achievement of the objective of a decision; and
 - b) Assess the options in terms of their advantages and disadvantages; and
 - c) If any of the options identified under paragraph (a) involves a significant decision in relation to land or a body of water, take into account the relationship of Māori and their culture and traditions with their ancestral land, water sites, waahi tapu, valued flora and fauna and other taonga.
2. This section is subject to Section 79 - Compliance with procedures in relation to decisions.

He Take Ōkawa / Compliance Requirement	Aromatawai Kaimahi / Staff Assessment
State the level of significance (high or low) of the issue or proposal as determined by the Council's Significance and Engagement Policy	The Easter Sunday Shop Trading Policy has a low level of significance as: a) it does not involve the transfer of ownership or control of a strategic asset or other important asset; and b) it is not inconsistent with current Council plans and policies.
State the relevant Council policies (external or internal), legislation, and/or community outcomes (as stated in the LTP) that relate to this decision.	The Easter Sunday Shop Trading Policy will be made under the Shop Trading Hours Act 1999. The Policy will help achieve a key community outcome listed in Council's Long-Term Plan 2021-2031: <i>Having prosperous communities supported by a sustainable economy</i> . The Policy will support businesses who rely on the tourist trade during the long Easter weekend. Applying this Policy across the whole District is fair for all retail businesses in the district.
State whether this issue or proposal has a District wide relevance and, if not, the ways in which the appropriate Community Board's views have been sought.	The proposal has district-wide relevance and is not within the delegations of Community Boards to consider. However, in December 2021 Community Board members and Councillors were invited to provide feedback on the Policy via an informal poll on the elected members' lounge. All the poll responses were in favour of continuing to allow Easter Sunday trading across the whole district.

<p>State the possible implications for Māori and how Māori have been provided with an opportunity to contribute to decision making if this decision is significant and relates to land and/or any body of water.</p> <p>State the possible implications and how this report aligns with Te Tiriti o Waitangi / The Treaty of Waitangi.</p>	<p>The proposed Policy does not relate to land and/or any body of water. The implications for Māori from the Policy provisions are similar to the impacts on communities generally.</p> <p>Seeking the views and input of iwi in the development of policies is integral. Māori were given the opportunity to consult as part of the special consultative procedure.</p>
<p>Identify persons likely to be affected by or have an interest in the matter, and how you have given consideration to their views or preferences (for example – youth, the aged and those with disabilities).</p>	<p>It is likely that the Policy will have broad interest across the community including from shop employers and employees and those who may wish to purchase goods and services on Easter Sunday.</p> <p>Interested and affected parties are likely to include:</p> <ul style="list-style-type: none"> a) Christians b) unions representing shop workers c) business associations.
<p>State the financial implications and where budgetary provisions have been made to support this decision.</p>	<p>The cost of implementing a new Easter Sunday Shop Trading Policy will be met from existing budgets.</p>
<p>Chief Financial Officer review.</p>	<p>The Chief Financial Officer has reviewed this report</p>

Analysis of submissions

Easter Sunday Shop Trading Policy

1. Background

The Shop Trading Hours Act 1990 was amended in 2016 to enable councils to make a policy to allow shops to open on Easter Sunday. On 17 February 2017, the governing body adopted the current Easter Sunday Trading Policy in consultation with the community. This Policy allows shops to open on Easter Sunday throughout the district.

Under Section 5C of the Shop Trading Hours Act 1990, the current Policy will automatically revoke on 17 February 2024, as it was not reviewed by 17 February 2022. To continue having an Easter Sunday Trading Policy, a new policy must be made.

On 24 February 2022, the governing body resolved that a new Easter Sunday Shop Trading Policy should be developed to continue to allow shops to open on Easter Sunday throughout the Far North District. On 22 March 2022, the Strategy and Policy Committee agreed that a Statement of Proposal including a draft policy allowing Easter Sunday trading throughout the district would be the subject of public consultation.

113 written submissions were received on the statement of proposal from 9 May 2022 to 10 June 2022, with no submitters asking to make oral submissions.

This report analyses the submissions received and makes recommendations regarding the Policy wording. A numbered list of submissions is included in the Appendix and these numbers are used to refer to individual submissions in this report.

2. Summary of submissions

113 written submissions were received:

- 107 were made via a link on the council's website, while 6 were by email
- 100 were from individuals and 13 from organisations.

76% are in favour of the draft policy, compared with 21% who are opposed.

Table 1: Level of support for the draft policy May/June 2022

	Number of submissions	%
In favour	86	76%
Opposed	24	21%
Unclear whether in favour or opposed	2	2%
I'm not sure	1	1%
Total	113	100%

Support for the policy has increased compared with 2017 when consultation took place on the current policy. In 2022, 76% of submissions are in favour of the policy compared with 48% in 2017.

Table 2: Level of support for a policy permitting Easter Sunday trading in 2017 compared with 2022

	2017 results		2022 results	
	Number of submissions	%	Number of submissions	%
In favour	22	48%	86	76%
Opposed	24	52%	24	21%
Unclear from their submissions	-	-	2	2%
I'm not sure	-	-	1	1%
Total	46	100%	113	100%

Reasons for **supporting** the draft policy include:

Support for Far North businesses relying on tourism

"I believe the current policy of allowing shops to be open be continued. Tourism is a significant economic driver in the Far North, and it is essential that tourists who travel to the Far North be able to enjoy shopping for essentials and also for recreation" (submission 107)

"The Far North depends heavily on tourism. The shops need to be open on Easter" (112)

Support for Sunday markets

"We provide markets on Saturday but attend Kerikeri [market] on Sundays" (111)

Trading on Easter Sunday reflects current society

"It's the twenty-first century, after all" (30).

Its what the public would expect

"The public expects shops to be open during the holiday" (113)

General support

"Tautoko the shops opening on Easter Sunday"

Reasons for **opposing** the policy include:

Work should not take precedence over free time

"I think we should spend more time home with the family and less shopping" (6)

"Why should there be pressure to work all the time. I believe a 4-day working week and public holidays would be beneficial to the physical and mental health of our nation" (92)

Respect for Christian values

"Why can't we still remember the Christian values handed down to us at Easter and use them to create a better society" (95)

"Easter Sunday is a very sacred day for Christians" (55)

Shop workers may be pressured to work on Easter Sunday

"It is all very well for those in management and government to say 'no one HAS to work'. Having been at the coal face, as it were, I know that in many environments workers do not actually have that choice" (105)

People can shop in advance

“Shops open long enough already for people to get all their shopping in advance” (19)

3. Analysis and recommendations

3.1 Submissions supporting or opposing the draft policy

Staff recommendation

With 76% of submissions in favour of the draft policy to allow Easter Sunday shop trading throughout the district, council staff recommend that the policy is adopted by the governing body.

3.2 Submissions on the draft policy wording

Staff recommendation

As no submissions referred to the wording of the draft policy document, council staff recommend no changes to the policy wording based on the submissions received.

3.3 Staff recommendations for drafting clarification

Staff recommendations

Council staff recommend the following minor drafting changes based on a final legal review of the draft policy document. As these changes are minor, there is no requirement to re-consult on the draft policy.

Amend the policy wording as follows:

1. Replace the word “shop” with “Shop” throughout
2. In the Application section of the policy, replace the words “legislative provisions” with “legislative instruments” and replace the words “licensing provisions” with “licensing laws”
3. In the Definitions section, add the words “section 2 of” before “the Shop Trading Hours Act 1990”
4. In the Legislative Context section, change the date of the Supply of Alcohol Act from “2021” to “2012”.

“Tracked changes” to the draft policy showing recommended changes

Background

The Shop Trading Hours Act 1990 was amended in 2016 to enable councils to decide whether retailers in their districts can open on Easter Sunday. Council first adopted a policy to allow ~~shops~~ **Shops** to open on Easter Sunday in 2017.

Application

This Policy applies to all ~~shops~~ **Shops** in the Far North District.

This Policy does not override other legislative ~~provisions~~ **instruments**, such as liquor licensing ~~provisions~~ **laws**.

The Shop Trading Hours Act 1990 includes protective provisions so no ~~shop~~ **Shop** employee will be required to work on Easter Sunday.

Definitions

The following definitions apply to this Policy:

- **Council** – means the Far North District Council
- **Far North District** – means the area of jurisdiction of the Far North District Council (see attached map)
- **Policy** – means the Council’s adopted Easter Sunday Shop Trading Policy
- **Shop** – has the same meaning as in **section 2 of** the Shop Trading Hours Act 1990
- **Shop employee** – has the same meaning as in section 5F of the Shop Trading Hours Act 1990.

Legislative Context

Easter Sunday shop trading is subject to various legislative controls including, but not limited to, the Shop Trading Hours Act 1990 and Sale and Supply of Alcohol Act ~~2021~~ 2012.

Objective

To support economic and social wellbeing by permitting ~~shops~~ **Shops** to open on Easter Sunday throughout the Far North District.

Policy

The Council permits ~~shops~~ **Shops** to open on Easter Sunday throughout the Far North District.

Monitoring and Implementation

Implementation of the Policy will be monitored by the Council.

The Policy must be reviewed no later than 5 years after it is adopted.

The Policy may also be reviewed in response to issues that may arise, at the request of the Council or in response to changes to legislative or statutory requirements (whichever occurs first).

Amending this Policy following a review will be subject to public consultation.

Map of the Far North District



APPENDIX 1 – LIST OF SUBMISSIONS RECEIVED

Number	Organisation
1	Individual submission
2	Individual submission
3	Individual submission
4	Individual submission
5	Individual submission
6	Individual submission
7	Individual submission
8	Individual submission
9	LL Copland
10	Individual submission
11	Individual submission
12	Far North ITM
13	Individual submission
14	Individual submission
15	Individual submission
16	Individual submission
17	Individual submission
18	Individual submission
19	Individual submission
20	Individual submission
21	Individual submission
22	Church
23	Individual submission
24	Individual submission
25	Individual submission
26	Northland Experiences
27	Individual submission
28	Individual submission
29	Individual submission
30	Individual submission
31	Individual submission
32	Individual submission
33	Individual submission
34	Individual submission
35	Individual submission
36	Individual submission
37	Individual submission
38	Individual submission
39	Individual submission
40	Individual submission
41	Puketū Farms
42	Individual submission
43	Individual submission
44	Individual submission
45	Individual submission

Number	Organisation
46	Individual submission
47	Individual submission
48	Individual submission
49	PartisanZ
50	Individual submission
51	Individual submission
52	Individual submission
53	Individual submission
54	Individual submission
55	Individual submission
56	Kaitaia Business Association
57	Individual submission
58	Individual submission
59	Individual submission
60	Te Puna Aroha
61	Individual submission
62	Individual submission
63	Individual submission
64	Individual submission
65	Alfa Boutique Motel
66	Individual submission
67	Individual submission
68	Individual submission
69	Individual submission
70	Individual submission
71	Individual submission
72	Individual submission
73	Individual submission
74	Individual submission
75	Individual submission
76	Hokianga Tourism Association
77	Individual submission
78	Individual submission
79	Te Kōtiu
80	Individual submission
81	Individual submission
82	Individual submission
83	Individual submission
84	Individual submission
85	Individual submission
86	Individual submission
87	Individual submission
88	Individual submission
89	Individual submission
90	Kapiro Residents Association
91	Individual submission
92	The Scullery Kerikeri

Number	Organisation
93	Individual submission
94	Individual submission
95	Individual submission
96	Te Rangi Orchards Ltd
97	Individual submission
98	Individual submission
99	Individual submission
100	Individual submission
101	Individual submission
102	Individual submission
103	Individual submission
104	Individual submission
105	Individual submission
106	Individual submission
107	Individual submission
108	Individual submission
109	Individual submission
110	Individual submission
111	Individual submission
112	Individual submission
113	Individual submission



HE ARA TĀMATA
CREATING GREAT PLACES
Supporting our people

Easter Sunday Shop Trading Policy 2022

Adopted: xxx
Last updated:

Background

The Shop Trading Hours Act 1990 was amended in 2016 to enable councils to decide whether retailers in their districts can open on Easter Sunday. Council first adopted a policy to allow Shops to open on Easter Sunday in 2017.

Application

This policy applies to all Shops in the Far North District.

This policy does not override other legislative instruments, such as liquor licensing laws.

The Shop Trading Hours Act 1990 includes protective provisions so no Shop employee will be required to work on Easter Sunday.

Definitions

The following definitions apply to this Policy:

- **Council** – means the Far North District Council.
- **Far North District** – means the area of jurisdiction of the Far North District Council (see attached map).
- **Policy** – means the Council's adopted Easter Sunday Shop Trading Policy.
- **Shop** – has the same meaning as in section 2 of the Shop Trading Hours Act 1990.
- **Shop employee** – has the same meaning as in section 5F of the Shop Trading Hours Act 1990.

Legislative Context

Easter Sunday shop trading is subject to various legislative controls including but not limited to the Shop Trading Hours Act 1990 and Sale and Supply of Alcohol Act 2012.

Objective

To support economic and social wellbeing by permitting Shops to open on Easter Sunday throughout the Far North District.

Policy

The Council permits Shops to open on Easter Sunday throughout the Far North District.

Monitoring and Implementation

Implementation of the policy will be monitored by the Council.

The policy must be reviewed no later than 5 years after it is adopted.

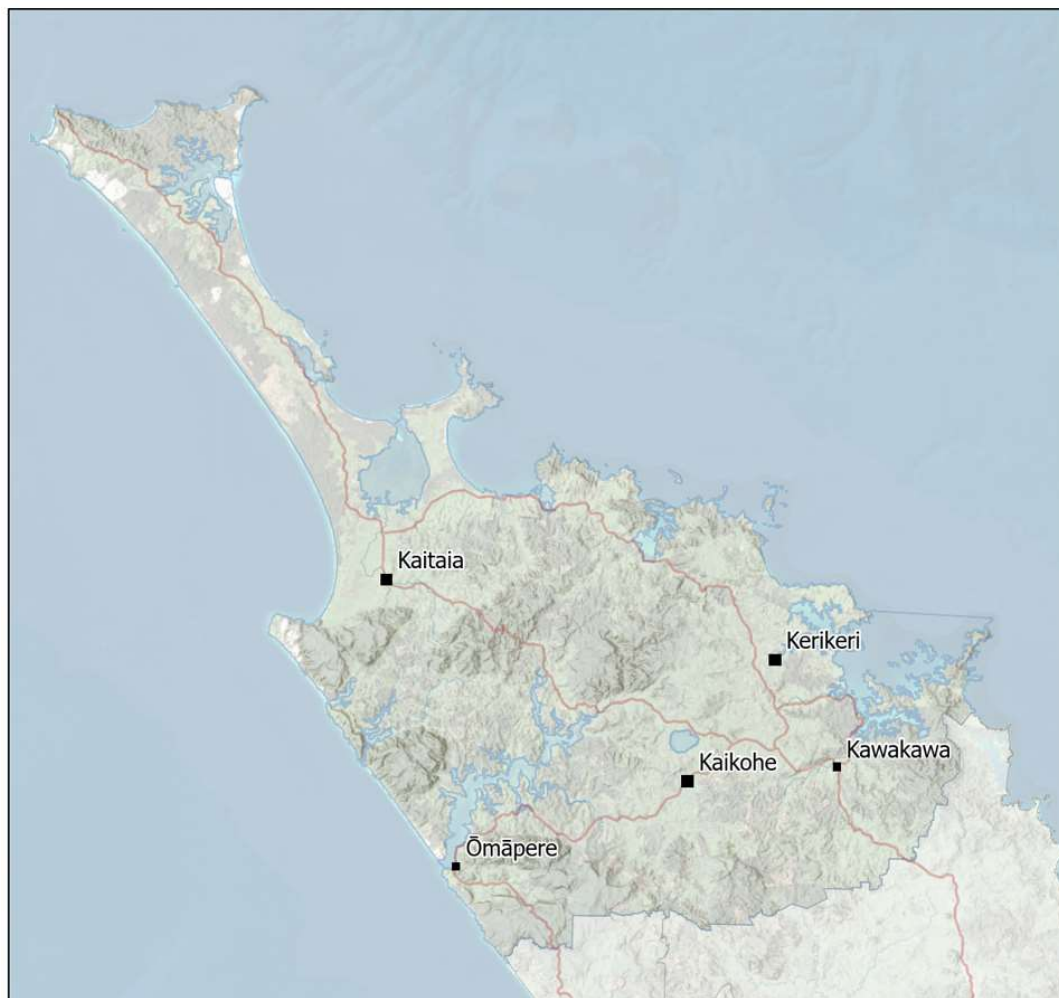
The policy may also be reviewed in response to issues that may arise, at the request of the Council or in response to changes to legislative or statutory requirements (whichever occurs first).

Amending this policy following a review will be subject to public consultation.

1

Document reference: A3640969

Map of the Far North District



5.3 AMENDMENTS TO COMMUNITY INITIATED INFRASTRUCTURE - ROADING CONTRIBUTION POLICY

File Number: A3757467

Author: Kirsten Griffiths, Strategic Planner

Authoriser: Darren Edwards, General Manager - Strategic Planning and Policy

TAKE PŪRONGO / PURPOSE OF THE REPORT

To seek approval for recommended amendments to the Community Initiated Infrastructure – Roding Contribution Policy 2015.

WHAKARĀPOOTO MATUA / EXECUTIVE SUMMARY

- The Community Initiated Infrastructure – Roding Contribution Policy 2015 was one of eight roading policies reviewed in 2021.
- The review identified three main areas that required amendment:
 - the consultation method.
 - discrepancies between the policy and the current Waka Kotahi funding amount.
 - the inclusion of operational procedures.
- On 19 October 2021, the Strategy and Policy Committee recommended to Council that the Community Initiated Infrastructure – Roding Contribution Policy be continued with amendment.
- A workshop was held with elected members on 30 March 2022 to seek their views on the policy.
- Staff have also recommended some minor amendments to improve clarity and remove outdated information.
- The draft amended policy is attached, along with a version showing the proposed amendments as “track changes”.

TŪTOHUNGA / RECOMMENDATION

That the Strategy and Policy Committee recommend the Council adopt the amended Community Initiated Infrastructure – Roding Contribution Policy 2022.

1) TĀHUHU KŌRERO / BACKGROUND

In 2021 a review was completed of eight roading policies, one of which was the Community Initiated Infrastructure – Roding Contribution Policy (2015). The review recommended that amendments should be made to the policy.

Local roading infrastructure is funded through rates and subsidies from Waka Kotahi (currently 69%). To best plan for roading upgrades, Council adopted the *Far North District Council Road Prioritisation to Guide the Delivery of Road Asset Upgrades* matrix in June 2019. Where the Council does not plan to upgrade a road in the foreseeable future, the Community Initiated Infrastructure – Roding Contribution Policy (2015) outlines the process for a community to financially contribute to having their road upgraded, on a cost share basis with the Council.

2) MATAPAKI ME NGĀ KŌWHIRINGA / DISCUSSION AND OPTIONS

Findings of the review of the policy

Two aspects of the policy follow good practice. From a localism perspective, the policy empowers communities to make decisions about local roading infrastructure. The policy also aims to ensure that appropriate consultation is undertaken with affected parties and that a high level of agreement is reached.

However, the review identified that elected members should consider the relative merits of retaining or revoking the policy. If retained, certain aspects of the policy may not be in the most appropriate form, and should be amended, namely:

- the method of consultation
- the amount of the community contribution
- the inclusion of operational procedures

Analysis of retaining the policy

The current policy empowers local communities to make decisions about their local infrastructure. From the perspective of a particular local community, this is beneficial. If a community wishes to invest in their local roading infrastructure, they can access a significant contribution from the Council to support this.

At the same time, from the perspective of investment in infrastructure across the whole district, the issue arises as to whether this policy is equitable. Only communities who have the resources to raise a significant portion of the costs themselves can access the funds available via this policy.

The funding for the Council component of costs incurred under this policy is not allocated in advance and has to be reallocated from other parts of the budget via the Annual Plan or Long-Term Plan process. It could be perceived that, under this policy, communities who already have access to significant funds are able to influence the allocation of Council resources more than disadvantaged communities.

Method of consultation

The current policy states that communities are to undertake their own consultation, with guidance from the Council. Since this policy is in relation to community-initiated projects, it may be more appropriate for communities to negotiate their own decisions, rather than the Council taking over entirely. If the Council runs the process, it may create an expectation that the Council is in favour of the project.

However, staff have found when consultation is undertaken by community members who are strongly in favour of a particular outcome, there is a risk of undue pressure being applied to community members who may have a different view, but fewer resources or less community influence. The recommendation is for the Council to undertake the consultation, as an impartial party, and as an organisation with experience and expertise in consultation.

Level of community contribution

The current policy says that “The Community must contribute the equivalent of the NZTA subsidy (Funding Assistance Rate) which is currently 59% and Council shall fund the balance of all costs”. However, the Waka Kotahi subsidy has since increased to 69%, and may vary again in future. The recommendation is to align the policy with the current Waka Kotahi subsidy.

Location of operational procedures

Some parts of the current policy refer to operational procedures, which is not best practice. These procedures are out of date. The recommendation is to remove this material from the policy and replace it with appropriate internal guidelines for staff.

Some minor corrections and amendments have also been made, to improve clarity and to remove outdated references.

Recommended amendments

Feedback from elected members at the workshop on 30 March 2022 indicated some agreement that the policy should continue, that the Council should undertake the consultation, and that the subsidy rate should align with the Waka Kotahi rate.

The recommended changes are minor, as they improve clarity and certainty, remove inconsistencies and outdated information, and align with best practice. They do not significantly alter the policy statements.

Option One: Amend the Policy (recommended option)*Advantages and disadvantages of amending the Policy*

- | | |
|---------------|--|
| Advantages | <ul style="list-style-type: none">• Improving the consultation process.• Removing inconsistencies regarding subsidy levels.• Removing outdated information.• Removing operational procedures from policy and replacing this with appropriate internal guidelines, which is best practice. |
| Disadvantages | <ul style="list-style-type: none">• None identified. |

Option Two: Status quo, maintain the Policy*Advantages and disadvantages of the status quo*

- | | |
|---------------|---|
| Advantages | <ul style="list-style-type: none">• None identified. |
| Disadvantages | <ul style="list-style-type: none">• Consultation process may potentially be biased.• Reputational impact to the Council because inconsistent funding subsidy amounts may appear confusing.• It is not best practice to have operational procedures in an external policy. |

Option Three: Revoke the Policy*Advantages and disadvantages of revoking the policy*

- | | |
|---------------|---|
| Advantages | <ul style="list-style-type: none">• Removes inequitable access to Council funding, since only communities who already have access to significant funds can access the funding available through this policy. |
| Disadvantages | <ul style="list-style-type: none">• May lead to ad hoc decisions regarding communities who wish to self-fund roading infrastructure.• May lead to increased requirements for resources to manage requests. |



Take Tūtohunga / Reason for the recommendation

The review of the Community Initiated Infrastructure – Roading Contribution Policy 2015 identified several aspects of the policy which may not be in the most appropriate form. The proposed amendments improve clarity and certainty, remove inconsistencies and outdated information, and align with best practice.

3) PĀNGA PŪTEA ME NGĀ WĀHANGA TAHUA / FINANCIAL IMPLICATIONS AND BUDGETARY PROVISION

There are no financial implications from the review of this policy as annual budgets for this activity need to be approved through either the Long-Term Plan or Annual Plan processes.

ĀPITI HANGA / ATTACHMENTS

1. **Community Initiated Infrastructure - Roding Contribution Policy 2022 DRAFT - A3757471** [!\[\]\(815df092dd722ee9268ef8e6d0193e3a_img.jpg\)](#) 
2. **Community Initiated Infrastructure - Roding Contribution Policy 2022 TRACK CHANGES - A3757469** [!\[\]\(0c564128c6342bd2f601e97f4518828a_img.jpg\)](#) 

Hōtaka Take Ōkawa / Compliance Schedule:

Full consideration has been given to the provisions of the Local Government Act 2002 S77 in relation to decision making, in particular:

1. A Local authority must, in the course of the decision-making process,
 - a) Seek to identify all reasonably practicable options for the achievement of the objective of a decision; and
 - b) Assess the options in terms of their advantages and disadvantages; and
 - c) If any of the options identified under paragraph (a) involves a significant decision in relation to land or a body of water, take into account the relationship of Māori and their culture and traditions with their ancestral land, water sites, waahi tapu, valued flora and fauna and other taonga.
2. This section is subject to Section 79 - Compliance with procedures in relation to decisions.

He Take Ōkawa / Compliance Requirement	Aromatawai Kaimahi / Staff Assessment
State the level of significance (high or low) of the issue or proposal as determined by the Council's Significance and Engagement Policy	The recommended amendments are minor, as they improve clarity and certainty, remove inconsistencies and outdated information, and align with best practice. They do not significantly alter the policy statements, and therefore the level of significance is low.
State the relevant Council policies (external or internal), legislation, and/or community outcomes (as stated in the LTP) that relate to this decision.	The internal procedure for applying the Community Initiated Infrastructure – Roading Contribution Policy will be related to this decision. <i>Far North District Council Road Prioritisation to Guide the Delivery of Road Asset Upgrades</i> matrix. Waka Kotahi/New Zealand Transport Agency NZTA subsidy (Funding Assistance Rate).
State whether this issue or proposal has a District wide relevance and, if not, the ways in which the appropriate Community Board's views have been sought.	This proposal has a District-wide relevance, and therefore is not within the delegations of Community Boards to consider.
State the possible implications for Māori and how Māori have been provided with an opportunity to contribute to decision making if this decision is significant and relates to land and/or any body of water. State the possible implications and how this report aligns with Te Tiriti o Waitangi / The Treaty of Waitangi.	The decision in this report is not significant as the recommended amendments are minor, and the policy will not change in its effect.
Identify persons likely to be affected by or have an interest in the matter, and how you have given consideration to their views or preferences (for example – youth, the aged and those with disabilities).	The decision in this report is not significant as the recommended amendments are minor, and the policy will not change in its effect.

State the financial implications and where budgetary provisions have been made to support this decision.	There are no financial implications to this decision.
Chief Financial Officer review.	The Chief Financial Officer has reviewed this report



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Community Initiated Infrastructure – Roothing Contribution Policy (#4112)

Adopted: 2013
Amended: August 2022

Background

Council can assist the community to develop and provide their own facilities and services, which in turn helps to deliver Community outcomes.

From time to time, Council will be approached by a Community of place, use, or interest to extend, renew, or develop new roading infrastructure that has not been planned for by Council. This policy is developed to ensure that the percentage of contribution by both Council and Community is known and that those that are directly affected or are in the area of benefit are consulted and agree to fund the community share.

Objectives

1. To support communities to develop community infrastructure which fulfils a demonstrated community need and aligns with Council's strategic priorities.
2. To enhance access and use by the general public of community infrastructure
3. To enhance services that align with Council's strategic priorities
4. To enhance community and Council capability for the development, renewal or replacement of Council owned roading infrastructure
5. To ensure that the community and Council are aware of the obligations of each party prior to entering into a partnership to fund community infrastructure

Policy Statements

1. The decision to develop infrastructure; whether extensions or improvements to existing roading, is the Council's alone. It must align with Council's strategic priorities and will be assessed against the following criteria:
 - a. Whether the Council determines it is affordable to fund its share of the cost.
 - b. Whether the works proposed are appropriate, taking into account maintenance and other ongoing costs.
 - c. The traffic count on the road concerned
 - d. Whether dust nuisance is a major issue where the sealing of a metal road is proposed
 - e. Whether the works complete the sealing or other improvements to a road so it is all to one standard
 - f. Whether, if a cost / benefit analysis was carried out, the quotient would be greater than 1.
2. The Community must contribute the equivalent of the current Waka Kotahi/New Zealand Transport Agency subsidy (Funding Assistance Rate) and Council shall fund the balance of all costs.

3. Where a targeted rate is used, funding for ongoing maintenance, including depreciation, over a defined timeframe (dependent on expected life of the asset) may be incorporated into the project cost.
4. The Council will undertake or commission an appropriate consultation process with affected parties.
5. Appropriate funding arrangements will be entered into with local property owners and/ or ratepayers where:
 - a. Council has approved the project via a Long Term Plan or Annual Plan or via Council Resolution;
 - b. 75% of the affected persons or those in the defined area of benefit, agree with such funding arrangements (in cases other than a targeted rate, if some owners refuse to contribute to the scheme it can still proceed provided the remaining owners agree to meet the total contribution between them);
 - c. For the purpose of this proposal, Community group members, affected persons or those in an area of benefit are all defined as affected property owners for targeted rating.
6. The total cost calculation for the scheme and the calculation of the Community contribution are to be documented and will include quotations from suppliers, including professional services. If Council Staff are to manage the scheme, an allowance of at least 5% will be included in the total cost.
7. Funding arrangements options will include:
 - a. The full and final payment from the Community Group; or
 - b. The full and final lump sum payment for the project pro-rated to affected property owners; or
 - c. A targeted rate over a fixed number of years, incorporating all financial charges (loans, interest etc.).
8. If the funding agreement allows for all or part of the Community contribution to be received after the work has been completed an interest charge will be included as per Clause 6.
9. Where the funding arrangement is as per Item 7 a. or b., legally binding agreements covering the total Community contribution must be received from property owners prior to the scheme proceeding. These documents will be prepared and finalised by the Council's Legal Department.
10. Where the works are to be funded by a targeted rate, Council will then, pursuant to the Local Government Act 2002 and Local Government (Rating) Act 2002, consult on the proposed new rate in its next available Long Term Plan or Annual Plan. (Note any new rate has to be introduced as part of the Annual or Long Term Plan process).
11. The Community must be made aware of the time frames required to fulfil the Annual or Long Term Plan process.
12. Where the agreement is with one party (e.g. a forestry company) the arrangement must be documented in the same way as set out in Item 9.
13. Annual budgets for this activity need to be approved through either the Long Term Plan or the Annual Plan processes. Unspent budgets will not normally be carried forward to the next financial unless the Council decides otherwise.



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Community Initiated Infrastructure – Rooding Contribution Policy (#4112)

Adopted: 2013

Reviewed: 5 June 2015 Amended: August 2022

Background

Council can assist the community to develop and provide their own facilities and services, which in turn helps to deliver Community outcomes.

~~Council has developed a Community Assistance framework to provide fair, consistent and strategically aligned decision making when considering community requests for Council support. Policy # 4112 is aligned with Council's Community Assistance framework. [Deleted as this framework is no longer in effect]~~

From time to time, Council will be approached by a Community of place, use, or interest to extend, renew, or develop new roading infrastructure that has not been planned for by Council. This policy is developed to ensure that the percentage of contribution by both Council and Community is known and that those that are directly affected or are in the area of benefit are consulted and agree to fund the community share.

Objectives

1. To support communities to develop community infrastructure which fulfils a demonstrated community need and aligns with Council's strategic priorities.
2. To enhance access and use by the general public of community infrastructure
3. To enhance services that align with Council's strategic priorities
4. To enhance community and Council capability for the development, renewal or replacement of Council owned roading infrastructure
5. To ensure that the community and Council are aware of the obligations of each party prior to entering into a partnership to fund community infrastructure

Policy Statements

1. The decision to develop infrastructure; whether extensions or improvements to existing roading, is the Council's alone. ~~and~~ It must align with Council's strategic priorities and will be assessed against the following criteria:
 - a. Whether the Council ~~has a budget available~~ determines it is affordable to fund its share of the cost.
 - b. Whether the works proposed are appropriate, taking into account maintenance and other ongoing costs.
 - c. The traffic count on the road concerned
 - d. Whether dust nuisance is a major issue where the sealing of a metal road is proposed

- e. Whether the works complete the sealing or other improvements to a road so it is all to one standard
- f. Whether, if a cost / benefit analysis was carried out, the quotient would be greater than 1.
- 2. The Community must contribute the equivalent of the ~~current Waka Kotahi/New Zealand Transport Agency NZTA~~ subsidy (Funding Assistance Rate) ~~which is currently 59%~~ and Council shall fund the balance of all costs.
- 3. Where a targeted rate is used, funding for ongoing maintenance, including depreciation, over a defined timeframe (dependent on expected life of the asset) may be incorporated into the project cost.
- 4. ~~The Council will undertake or commission an appropriate consultation process with affected parties.
The responsibility to consult shall fall on the Community; however Council will need to ensure itself that the consultation process is fair and appropriate. This would mean that the Community would present to Council a consultation plan and an indicative method for apportioning the Community cost if the Community decides it would like to pay a lump sum toward the project.~~
- 5. Appropriate funding arrangements will be entered into with local property owners and/ or ratepayers where:
 - a. Council has ~~agreed in principle to the project~~ approved the project via a Long Term Plan or Annul Plan or via Council Resolution;
 - b. 75% of the affected persons or those in the defined area of benefit, agree with such funding arrangements (in cases other than a targeted rate, if some owners refuse to contribute to the scheme it can still proceed provided the remaining owners agree to meet the total contribution between them);
 - c. For the purpose of this proposal, Community group members, affected persons or those in an area of benefit are all defined as affected property owners for targeted rating.
- 6. The total cost calculation for the scheme and the calculation of the Community contribution are to be documented and will include quotations from suppliers, including professional services. If Council Staff are to manage the scheme, an allowance of at least 5% will be included in the total cost.
- 7. Funding arrangements options will include:
 - a. The full and final payment from the Community Group; or
 - b. The full and final lump sum payment for the project pro-rated to affected property owners; or
 - c. A targeted rate over a fixed number of years, incorporating all financial charges (loans, interest etc.).
- 8. If the funding agreement allows for all or part of the Community contribution to be received after the work has been completed an interest charge will be included as per Clause 6.
- 9. Where the funding arrangement is as per Item 7 a. or b., legally binding agreements covering the total Community contribution must be received from property owners prior to the scheme proceeding. These documents will be prepared and finalised by the Council's Legal Department.
- 10. Where the works are to be funded by a targeted rate, Council will then, pursuant to the Local Government Act 2002 and Local Government (Rating) Act 2002, consult on the proposed new

rate in its next available Long Term Plan or Annual Plan. (Note any new rate has to be introduced as part of the Annual or Long Term Plan process).

11. ~~Should the project payment be by way of a targeted rate, the~~ The Community must be made aware of the ~~delay caused by fulfilling~~ time frames required to fulfil the Annual or Long Term Plan process.
12. Where the agreement is with one party (e.g. a forestry company) the arrangement must be documented in the same way as set out in Item 9.
13. Annual budgets for this activity need to be approved through either the Long Term Plan or the Annual Plan processes. Unspent budgets will not normally be carried forward to the next financial unless the Council decides otherwise.

Procedures

1. ~~A request is received from the community for the upgrading of a public road on a cost share basis with Council.~~
2. ~~A copy of the Policy is sent out to the requestor~~
3. ~~The documentation required to accompany a formal request is received.~~
4. ~~The Roads Professional Services Unit (RPSU) arranges for the works proposed to be costed, for use in the consultation process. The costs are to include :-~~
 - a. ~~Physical works~~
 - b. ~~Professional services including supervision~~
 - c. ~~GST at the current rate~~
 - d. ~~In the case of road sealing works to be funded by way of a targeted rate, the cost of maintaining the road for the life of the pavement~~
 - e. ~~Interest at the current borrowing rate where payment of contributions is delayed until after the work is completed.~~
5. ~~Prior to the costing being sent to the requestor the payment schedule is checked by the Finance Department to ensure that it represents 65% of the cost of the works proposed.~~
6. ~~The payment schedule is sent to the requestor.~~
7. ~~The Council receives the completed documentation required from the requestor so that the proposal can be put before Council.~~
8. ~~The RPSU prepares an item on the application to go to the Infrastructure Committee of Council, including a recommendation.~~
9. ~~The recommendation of the Committee goes to the Council for acceptance or otherwise.~~
10. ~~If Council resolves not to fund its share of the cost of the works, then a letter is sent to the requestor, by the Governance Department, informing of the decision.~~
11. ~~If Council resolves to fund its share of the cost (in the case of a cost share by the affected property owners), all the documentation relating to the proposal is sent to the Council's Legal Department for preparation of the agreements required by Item 9 of the Policy.~~

- ~~12 A standard legal agreement is prepared by the Legal Department to ensure that payment is legally binding and can be pursued through normal debt collection processes, if not paid.~~
- ~~13 The specific legal agreements are prepared and sent out to the affected parties by the Legal Department.~~
- ~~14 The signed legal agreements are returned to Council's Legal Department.~~
- ~~15 Once the Department receives all the agreements, it advises the RPSU that all have been received.~~
- ~~16 The RPSU checks with the Finance Department to confirm whether all payments have been made, if the arrangement is to pay prior to the works commencing.~~
- ~~17 The RPSU arranges for plans to be drawn up and for the work to be carried out using the method it determines to be the most appropriate.~~
- ~~18 The work is completed and invoices are sent to the affected property owners, where it has been agreed that payment is delayed until the work is done.~~
- ~~19 If Council resolves to fund its share of the cost, and the Community has chosen to fund its share by way of a targeted rate, all the proposal information is sent to the Finance Department which arranges for the project and targeted rate to be included in the next Annual Plan or Long Term Plan, whichever is soonest.~~
- ~~20 When the project and rate are approved, the Finance Department advises the RPSU to proceed.~~
- ~~21 Where the agreement is with one party in regard to road works, the arrangement must include the standard legal agreement to pay the non-Council share of the cost.~~

6 INFORMATION REPORTS

6.1 RESIDENT OPINION SURVEY 2021/22

File Number: A3786091

Author: Ken Lewis, Manager - Senior Communications Advisor

Authoriser: Darren Edwards, General Manager - Strategic Planning and Policy

TAKE PŪRONGO / PURPOSE OF THE REPORT

The council has conducted an annual Resident Opinion Survey for the last 15 years to measure public perceptions of council facilities, infrastructure, and services. The council has contracted Key Research to conduct annual surveys since 2018.

WHAKARĀPOOTO MATUA / EXECUTIVE SUMMARY

- To provide a robust measure of satisfaction with Council's performance in relation to services and Council assets
- To determine performance drivers and assist Council to identify the best opportunities to further improve satisfaction
- To measure how Council's reputation is evaluated by its residents
- To assess changes in satisfaction over time and measure progress against the Long-Term Plan

TŪTOHUNGA / RECOMMENDATION

That the Strategy and Policy Committee receive the report Resident Opinion Survey 2021/22.

TĀHUHU KŌRERO / BACKGROUND

2022 has been a challenging year for most territorial authorities. For Far North District Council there are several points that need to be taken into consideration when viewing the results:

1. Omicron outbreak has impacted Council's services across the district. Staff shortages that affected both Council staff and contractors, affected areas that include, but not limited to response to requests (e.g. enquiries, animal control and others), and roading.
2. Vaccine mandates and different alert level / traffic lights system that limited residents using some of the Council's services and facilities.
3. Use of facilities services was restricted by the alert levels / traffic light system / gatherings numbers.
4. Most local governments that Key Research conduct Annual Residents' Satisfaction surveys for have recorded a decrease in overall satisfaction, as well as perception of services and facilities and image and reputation measures.

For 2021/22, the annual survey was changed to quarterly. One reason for this change was to acknowledge that public perceptions may be influenced by external factors, such as winter weather, or topical issues. A quarterly survey would provide the council four 'snap shots' each year, giving a more rounded picture of performance. It would also allow staff and elected members to identify seasonal fluctuations in satisfaction levels.

The change to quarterly surveys has also altered the survey method. The method used for the 2021/22 residents' survey used a mixed method approach to data collection, consisting of a postal invitation to an online survey, with a hard copy survey option as back up. Previously, the method used was annual telephone interviewing of residents. The target sample after four waves of data collection was set at n=500 residents.

The sample achieved for the previous annual residents' surveys were n=500 in years 2018 and 2019, and n=500 residents in 2020 and 2021. For the 2021/22 residents' survey, a sample of n=618 residents was achieved as follows:

n=129 residents in wave 1, conducted between 3 November and 7 December 2021

n=186 residents in wave 2, conducted between 27 January and 21 February 2022

n=149 residents in wave 3, conducted between 28 March and 26 April 2022

n=154 residents in wave 4, conducted between 27 May and 14 June 2022

Survey respondents were asked to apply a satisfaction rating scale per the following:

1-2: Very dissatisfied/Very poor

3-4: Dissatisfied/Poor

5-6: Neutral

7-8: Satisfied/Good

9-10: Very satisfied/Very good.

Ratings of 7 to 10 are grouped as Satisfied, and ratings of 1 to 4 are grouped as Dissatisfied. For the purposes of this report, Neutral feedback (ratings of 5 to 6) was not factored in the analysis of each category.

Data collection was managed to achieve defined quota targets based on age, gender, ward, and ethnicity. Post data collection the sample has been weighted so it is exactly representative of key population demographics based on the 2018 Census.

At an aggregate level, the survey has an expected 95% confidence interval (margin of error) of +/- 3.92%.

There are instances where the sum of the whole number score varies by one point relative to the aggregate score due to rounding

MATAPAKI ME NGĀ KŌWHIRINGA / DISCUSSION AND NEXT STEPS

Executive Summary of Results

Looking at opportunities to improve residents' perception of Council overall, Key Research has identified several areas:

Annual rates being fair and reasonable. Value for money is one of the areas that is remaining on the declining trend over the past 24 months with an overall decline of 12% since 2020. Annual property rates being fair and reasonable have especially low satisfaction among those residing in Te Hiku and Bay of Islands-Whangaroa wards. Residents think that they do not receive services they pay for, as well as the funds not being distributed equally across all areas of Council's service.

Roads, footpaths, and walkways. Satisfaction has significantly decreased year on year across all areas related to roading infrastructure. When residents were asked about the priority that Council needs to focus on over the next 12 months, 71% have mentioned roading.

Reputation. Most residents (77%) are sceptics and do not show Council support or approve of the decisions leadership team makes. Improving perception of trust, leadership, financial management or quality of services will in turn increase the overall satisfaction with Council's performance, as this area has the greatest impact on overall satisfaction with the Council.

A full and detailed report analysis provided by Key Research has been attached to this agenda for additional reference.

Discussion

Far North District Council's overall performance has improved slightly, from 25% in 2021, to 26% in 2022; overall satisfaction was at 36% in 2020. Overall reputation improved from 22% in 2021 to 23% in 2022; this measure was at 33% in 2020. Overall satisfaction in quality of services and facilities decreased from 32% in 2021, to 27% in 2022; was 38% in 2020. Overall satisfaction in the area of

rates providing value for money, decreased from 26% in 2021, to 21% in 2022; satisfaction was at 33% in 2020.

The biggest improvements from the previous year were in continuity of water supply, water pressure, and stormwater system services. Overall performance and reputation activities also saw positive change.

The biggest decreases from the previous year were related to payment arrangements being fair and reasonable, invoicing being clear and correct, fees and charges for other Council-provided services and facilities being fair and reasonable, and how well FNDC-owned roads met needs.

Next Steps

- Far North District Council needs to focus on continuous improvement as the benchmarks are still low.
- Communication will be critical in demonstrating the value provided by the Council.
- Reputational profile needs to be improved; there are currently too many 'sceptics'.
- Improve perceptions of service quality and delivery.

PĀNGA PŪTEA ME NGĀ WĀHANGA TAHUA / FINANCIAL IMPLICATIONS AND BUDGETARY PROVISION

Total survey budget \$27,000 invoiced in four instalments of \$6750.

ĀPITI HANGA / ATTACHMENTS

1. Far North DC Residents Survey 2022 - DRAFT - A3798000 [↓](#) 



2022 Annual Residents' Survey



Draft Report | July 2022





Draft Report | July 2022

DRAFT

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Draft Report | July 2022

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Introduction, Objectives and Method

Introduction

The Far North District Council has an ongoing need to measure how satisfied residents are with resources, facilities and services provided by the Council, and to prioritise improvement opportunities that will be valued by the community. Key Research has developed a comprehensive mechanism for providing this service.

Research Objectives

- To provide a robust measure of satisfaction with Council's performance in relation to services and Council assets
- To determine performance drivers and assist Council to identify the best opportunities to further improve satisfaction
- To measure how Council's reputation is evaluated by its residents
- To assess changes in satisfaction over time and measure progress against the Long-Term Plan

Method

- The methodology involves a quarterly postal to online survey measuring the performance of the Far North District Council, together with quarterly reporting of progress.
- The questionnaire was mostly carried over from the 2021 survey with a few refinements made in consultation with the Far North District Council. It is structured to provide a comprehensive set of measures relating to core activities, services and infrastructure, as well as to provide a wider perspective of performance.
- A total sample size of n=618 was achieved with data collected over four periods; from 3 November 2021 to 7 December 2022, from 19 January 2022 to 22 February 2022, from 16 March 2022 to 19 April 2022, and from 11 May 2022 to 14 June 2022.
- Data collection was managed to achieve defined quota targets based on age, gender, ward and ethnicity. Post data collection the sample has been weighted so it is exactly representative of key population demographics based on the 2018 Census.
- At an aggregate level the survey has an expected 95% confidence interval (margin of error) of +/-3.92%.
- There are instances where the sum of the whole number score varies by one point relative to the aggregate score due to rounding.

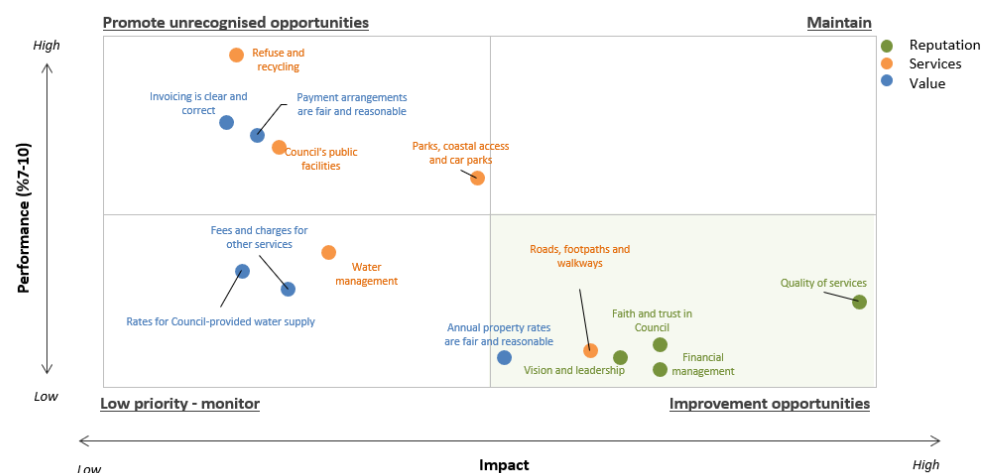
Notes

Due to rounding, percentages may add to just over or under (+/- 1%) totals.

Executive Summary (background)

2022 has been a challenging year for most territorial authorities. For Far North District Council there are several points that need to be taken into consideration when viewing the results:

1. Omicron outbreak has impacted Council's services across the district. Staff shortages that affected both Council staff and contractors, affected areas that include, but not limited to response to requests (e.g. enquiries, animal control and others), roading and rubbish collection.
2. Vaccine mandates and different alert level / traffic lights system that limited residents using some of the Council's services and facilities.
3. Use of facilities services was restricted by the alert levels / traffic light system / gatherings numbers.
4. Most local governments that we conduct Annual Residents' Satisfaction surveys for have recorded a decrease in overall satisfaction, as well as perception of services and facilities and image and reputation measures.





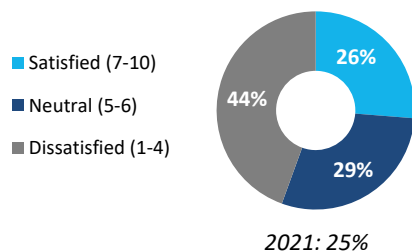
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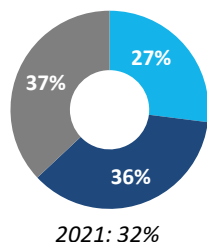
Executive Summary (results)

- Looking at opportunities to improve residents' perception of Council overall, we could identify several areas:
 - Annual rates being fair and reasonable. Value for money is one of the areas that is remaining on the declining trend over the past 24 months with an overall decline of 12% since 2020. *Annual property rates being fair and reasonable* have especially low satisfaction among those residing in Te Hiku and Bay of Islands-Whangaroa wards. Residents think that they do not receive services they pay for, as well as the funds not being distributed equally across all areas of Council's service.
 - Roads, footpaths and walkways. Satisfaction has significantly decreased year on year across all areas related to roading infrastructure. When residents were asked about the priority that Council needs to focus on over the next 12 months, 71% have mentioned *roading*.
 - Reputation. Most residents (77%) are sceptics and do not show Council support or approve of the decisions leadership team makes. Improving perception of trust, leadership, financial management or quality of services will in turn increase the overall satisfaction with Council's performance, as this area has the greatest impact on overall satisfaction with the Council.

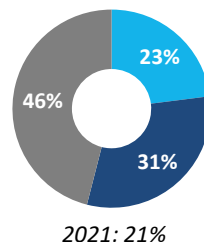
2022 OVERALL Satisfaction



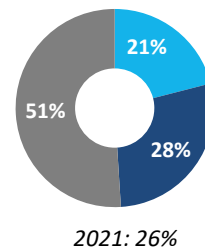
Quality of Services and Facilities



Reputation



Value for money





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Trend slides

		% point increase / decrease (2022-2021)	(7-10%)			
			2022	2021	2020	2019
TW2_1	Continuity of supply	5%	76%	71%	70%	79%
TW2_5	Water pressure	3%	67%	64%	75%	73%
TW5_1	Satisfaction with the Far North District Council-owned urban (town) stormwater management system	2%	37%	35%	49%	48%
REP5_1	Overall reputation	2%	23%	21%	33%	27%
OP1_1	Overall performance	2%	26%	24%	36%	31%
WR2A_1	Refuse transfer stations	1%	80%	79%	81%	77%
REP2_1	Trust	1%	20%	19%	28%	22%
REP3_1	Overall financial management	1%	16%	15%	27%	22%
REP1_1	Vision and Leadership	1%	18%	17%	32%	25%
AM1_AM22	How the Council's Animal Management Team manages wandering livestock in the district	-	44%	-	-	-
AM1_AM21	How the Council's Animal Management Team manages dogs in the district	-	35%	-	-	-
TW6_1	Overall three waters management	0%	35%	35%	44%	45%
WR5_1	Overall refuse and recycling disposal services	-1%	67%	68%	73%	67%
PR1_3	Council-provided car park facilities	-1%	43%	44%	51%	41%
PR2_1	Overall satisfaction with parks, coastal access and car parks	-1%	47%	48%	61%	49%
TW4_1	Satisfaction with the Far North District Council sewerage system	-2%	65%	67%	74%	80%
RF1_2	The unsealed roading network	-3%	10%	13%	19%	12%
TW2_3	The clarity of the water	-4%	55%	59%	66%	57%

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Trend slides

		% point increase / decrease (2022-2021)	Percentage of respondents satisfied, or very satisfied			
			2022	2021	2020	2019
GC5C_1	Informed about Council's District Plan	-4%	11%	15%	22%	18%
REP4_1	Overall services quality	-5%	27%	32%	38%	30%
VM2_1	Rates provide value for money	-5%	21%	26%	33%	29%
GC2_1	Effort made to stay informed about what Council is doing	-5%	21%	26%	30%	25%
PR1_1	The range of parks and reserves the Council provides	-6%	57%	63%	70%	60%
TW2B_1	Overall satisfaction with water you receive from the Far North District Council	-7%	50%	57%	65%	60%
CF2_1	Cemeteries	-7%	83%	90%	84%	80%
CF2_7	Cleanliness of public toilets	-7%	47%	54%	59%	55%
RF1_1	The sealed roading network	-8%	21%	29%	40%	33%
TW2_2	The taste of the water	-8%	38%	46%	48%	42%
VM1_1	Annual property rates are fair & reasonable	-8%	18%	26%	27%	25%
CF4_1	Overall satisfaction with Council's public facilities	-9%	52%	61%	73%	64%
GC4_1	Informed about what Council is doing	-9%	16%	25%	36%	27%
GC6_1	I am aware of changes to the District Plan and opportunities where I	-9%	11%	20%	24%	24%
RF1_4	How well footpaths are maintained	-9%	24%	33%	50%	33%
WR4_1	Community recycling centres	-10%	71%	81%	86%	82%
RF1_3	The availability of footpaths	-11%	27%	38%	47%	32%
RF1_6	How well Far North District Council-owned footpaths meet your needs	-11%	30%	41%	51%	35%

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Trend slides

		% point increase / decrease (2022-2021)	Percentage of respondents satisfied, or very satisfied			
			2022	2021	2020	2019
TW2_4	The odour of the water	-11%	47%	58%	60%	51%
PR1_2	Council-provided access to the coast. (By this, we mean Council-maintained roads, reserves	-11%	45%	56%	63%	51%
RF2_1	Overall satisfaction with roads and footpaths	-12%	19%	31%	43%	31%
CF2_6	Public libraries	-12%	84%	96%	96%	93%
VM1D_1	Rates for Council-provided water supply are fair and reasonable	-13%	32%	45%	55%	45%
RF1_5	How well Far North District Council-owned roads meet your needs	-14%	25%	39%	56%	37%
VM1_4	Fees and charges for other Council-provided services and facilities being fair and reasonable	-15%	29%	44%	45%	44%
VM1_2	Invoicing is clear & correct	-17%	56%	73%	78%	71%
VM1_3	Payment arrangements are fair & reasonable	-22%	54%	76%	78%	74%



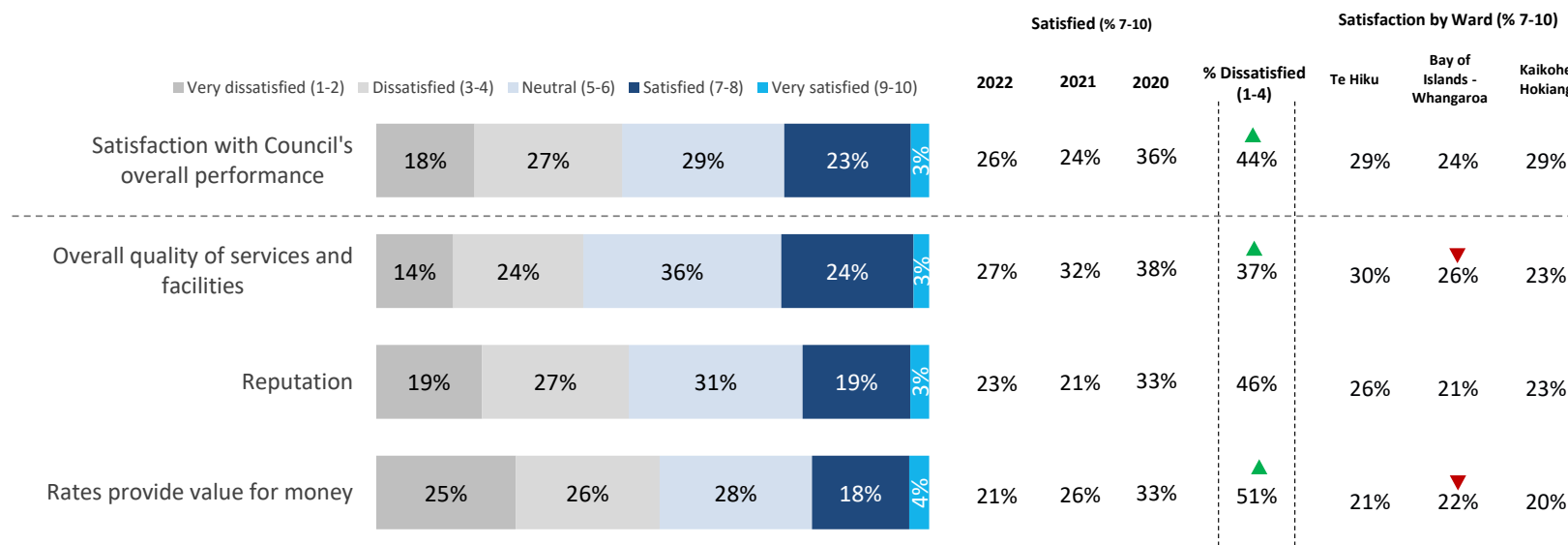


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Overall performance



- Satisfaction with the *Overall performance of the Far North District Council* (everything considered; reputation, services and facilities, and value for money) remains at the same level when compared with 2021.
- Proportions of dissatisfied residents significantly increased year-on-year (25%) for *Overall quality of services and facilities* (37%) and satisfaction that *Rates provide value for money* (51%). The decline is influenced by the shift of perception among residents of Bay of Islands-Whangaroa ward.

NOTES:

- Total sample: 2020 n=501; 2021 n=501; 2022 n=618; Te Hiku n=177, Bay of Islands-Whangaroa n=331, Kaikohe-Hokianga n=110; Excludes 'don't know'
- REP5. How would you rate Council for its overall reputation?
- REP4. How would you rate them for the quality of what they provide the district?
- VM2. How satisfied are you that your rates provide value for money?
- OPI. How satisfied are you with the OVERALL performance of the Far North District Council?

Year-on-year
 ▲ Significantly higher
 ▼ Significantly lower

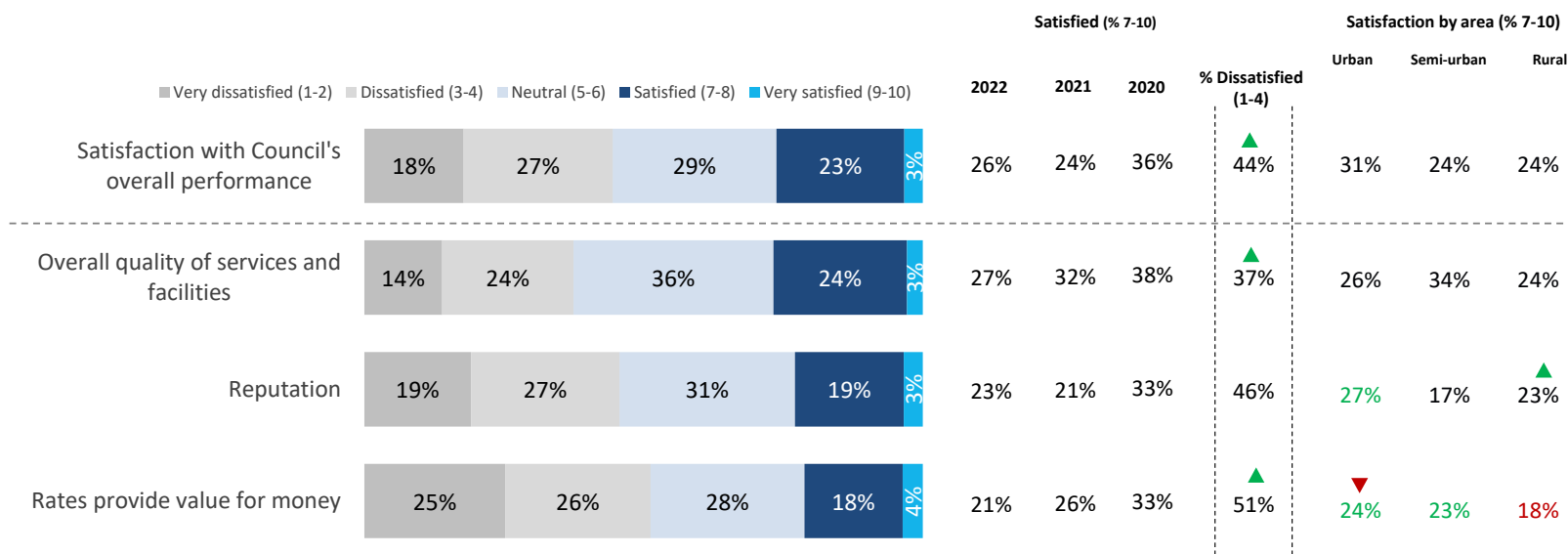
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Overall performance



- Residents from *urban* areas were most likely to be satisfied with overall performance across main KPI's.
- However, perception of *Rates providing value for money*, has significantly decreased year-on-year for those residing in urban areas.

NOTES:

- Total sample: 2020 n=501; 2021 n=501; 2022 n=618; Urban n=204, Semi urban n=152, Rural n=257; Excludes 'don't know'
- REP5. How would you rate Council for its overall reputation?
- REP4. How would you rate them for the quality of what they provide the district?
- VM2. How satisfied are you that your rates provide value for money?
- OP1. How satisfied are you with the OVERALL performance of the Far North District Council?

Year-on-year
 ▲ Significantly higher
 ▼ Significantly lower

Between demographics
 ▲ Significantly higher
 ▼ Significantly lower

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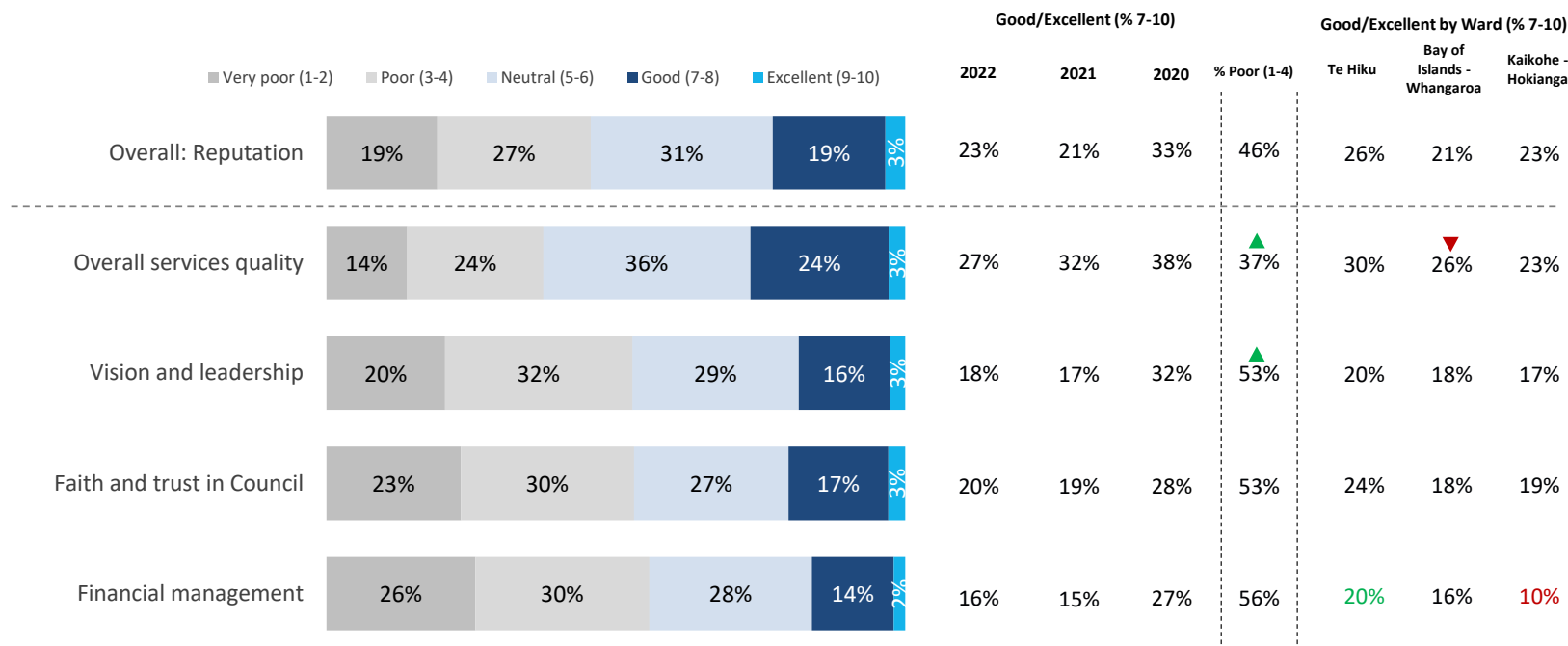


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Image and reputation



- *Reputation* ratings across all areas remain consistent with 2021 with 23% of residents rating Council's *Overall reputation* 'good' to 'excellent'.
- However, a proportion of those who rated *Overall services quality* and *Vision and leadership* 'extremely poor' to 'poor' has significantly increased year on year (37% in 2022 vs. 30% in 2021 for *Overall services quality* and 53% in 2022 vs 44% in 2021 for *Vision and leadership*).

NOTES:

1. Total sample: 2020 n=501; 2021 n=501; 2022 n=618; Te Hiku n=177, Bay of Islands-Whangaroa n=331, Kaikohe-Hokianga n=110; Excludes 'don't know'
2. REP1. So how would you rate the FNDC for being committed to creating a great district, how it promotes economic development, being in touch with the community and setting clear direction... overall how would you rate Council for its vision and leadership?
3. REP2. Next, I'd like you to think about how open and transparent Council is, how Council can be relied on to act honestly and fairly, and their ability to work in the best interest of the district? Overall how would you rate Council in terms of the faith and trust you have in them?
4. REP3. Not thinking about Council's financial management – how appropriately it invests in the district, how wisely it spends and avoids waste, and its transparency around spending. How would you rate Council overall for its financial management?
5. REP4. And thinking about all the services, facilities and infrastructure Council provides, how would you rate them for the quality of what they provide the district?
6. REP5. So considering leadership, trust, financial management and quality of services provided, how would you rate Council for its overall reputation?

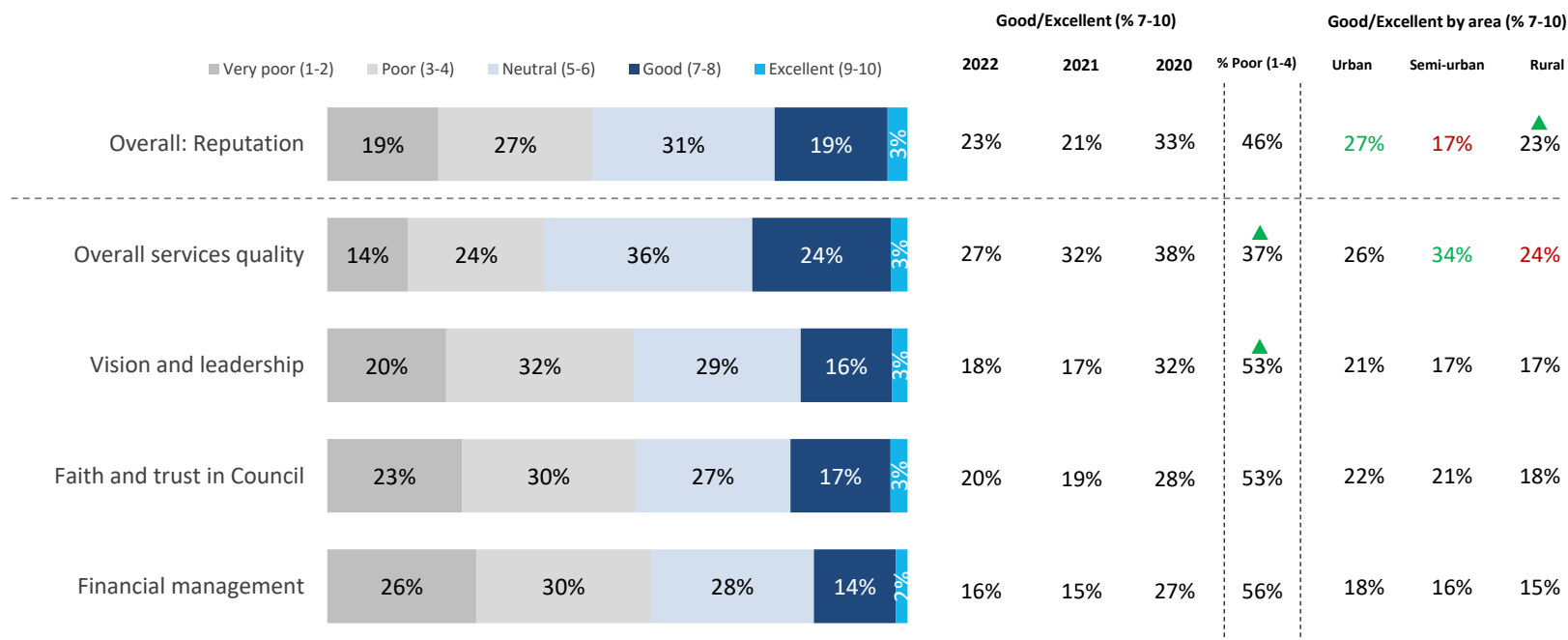
Year-on-year
▲ Significantly higher
▼ Significantly lower



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Image and reputation



- Compared with the results from 2021, perception of *Overall reputation* for those residing in rural areas has significantly improved (23% in 2022 vs 17% in 2021).

NOTES:

- Total sample: 2020 n=501; 2021 n=501; 2022 n=618; Urban n=204, Semi urban n=152, Rural n=257; Excludes 'don't know'
- REP1. So how would you rate the FNDC for being committed to creating a great district, how it promotes economic development, being in touch with the community and setting clear direction... overall how would you rate Council for its vision and leadership?
- REP2. Next I'd like you to think about how open and transparent Council is, how Council can be relied on to act honestly and fairly, and their ability to work in the best interest of the district? Overall how would you rate Council in terms of the faith and trust you have in them?
- REP3. Not thinking about Council's financial management – how appropriately it invests in the district, how wisely it spends and avoids waste, and its transparency around spending. How would you rate Council overall for its financial management?
- REP4. And thinking about all the services, facilities and infrastructure Council provides, how would you rate them for the quality of what they provide the district?
- REP5. So considering leadership, trust, financial management and quality of services provided, how would you rate Council for its overall reputation?

Year-on-year
 ▲ Significantly higher
 ▼ Significantly lower

Between demographics
 ▲ Significantly higher
 ▼ Significantly lower

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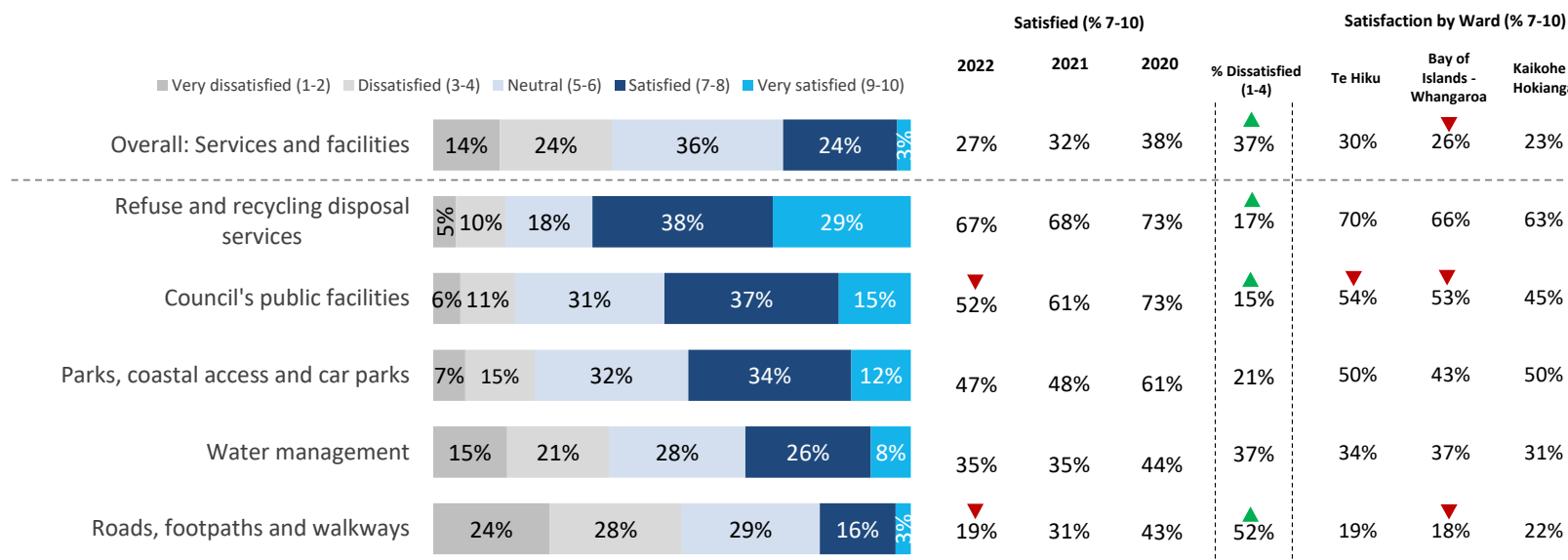


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Services and facilities



- Nearly three in ten residents (26%) were satisfied with *Overall services and facilities*, with 67% satisfied with *Refuse and recycling disposal services*.
- There was a significant decline in satisfaction with *Council's public facilities* (52%) and *Roads, footpaths and walkways* (19%) which is a negative trend that saw an overall decline of 21% and 24% over 24 months.

NOTES:

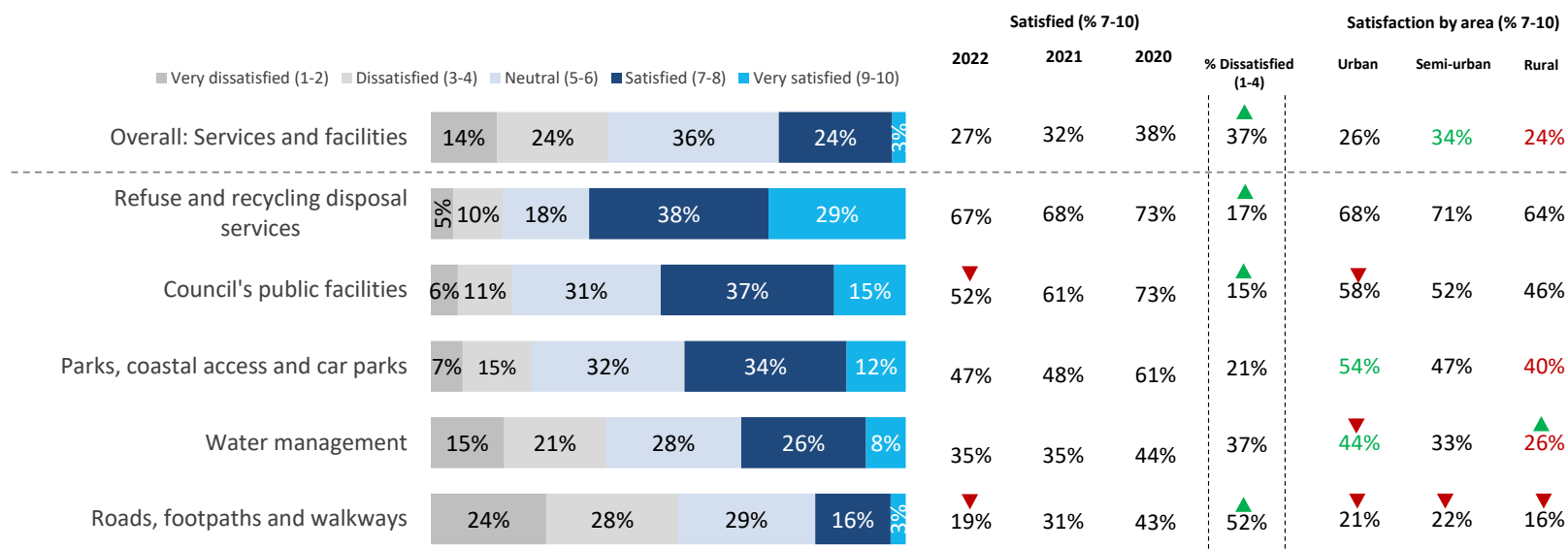
- Total sample: 2020 n=501; 2021 n=501; 2022 n=618; Te Hiku n=177, Bay of Islands-Whangaroa n=331, Kaikohe-Hokianga n=110; Excludes 'don't know'
- RF2. Overall, how satisfied are you with the roads, footpaths and walkways around the district?
- TW6. How would you rate your satisfaction with Council overall for its management of three waters in the district?
- WR5. How would you rate your satisfaction with the Council overall for its refuse and recycling disposal services?
- CF4. How would you rate your overall satisfaction with the public facilities that are provided?
- PR2. And overall, how satisfied are you with Council parks, coastal access and car parks
- REP4. How would you rate them for the quality of what they provide the district?

Year-on-year
 ▲ Significantly higher
 ▼ Significantly lower

Between demographics
 ▲ Significantly higher
 ▼ Significantly lower

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Services and facilities



- Residents from *rural* areas are less likely to be satisfied with *Water management* (40%), *Parks, coastal access and car parks* (44%) and *Parks, coastal access and car parks* (40%).
- There is a significant decrease in satisfaction with public facilities among urban residents, which is most likely due to Covid-19 and factors that resulted from it, such as closures and vaccine mandates.

NOTES:

- Total sample: 2020 n=501; 2021 n=501; 2022 n=618; Urban n=204, Semi urban n=152, Rural n=257; Excludes 'don't know'
- RF2. Overall, how satisfied are you with the roads, footpaths and walkways around the district?
- TW6. How would you rate your satisfaction with Council overall for its management of three waters in the district?
- WR5. How would you rate your satisfaction with the Council overall for its refuse and recycling disposal services?
- CF4. How would you rate your overall satisfaction with the public facilities that are provided?
- PR2. And overall, how satisfied are you with Council parks, coastal access and car parks
- REP4. How would you rate them for the quality of what they provide the district?

Year-on-year
 ▲ Significantly higher
 ▼ Significantly lower

Between demographics
 ▲ Significantly higher
 ▼ Significantly lower



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Value for money

	Satisfied/Agree (% 7-10)				% Dissatisfied Disagree (1-4)	Satisfied/Agree by Ward (% 7-10)		
	2022	2021	2020			Te Hiku	Bay of Islands - Whangaroa	Kaikohe - Hokianga
Overall: Rates provide value for money	25%	26%	28%	18%	4%	21%	22%	20%
Payment arrangements are fair and reasonable	7%	10%	29%	31%	23%	54%	61%	34%
Invoicing is clear and correct	6%	11%	27%	32%	25%	61%	59%	40%
Rates for council provided water supply**	13%	18%	36%	25%	8%	30%	34%	32%
Fees and charges for other Council provided services and facilities being fair and reasonable	20%	18%	32%	22%	7%	27%	30%	32%
Annual property rates are fair and reasonable	33%	26%	24%	14%	3%	15%	17%	24%

- Dissatisfaction with *Rates providing value for money* has significantly increased in the past 12 months.
- The considerable decrease in satisfaction across all areas related to *Value for money* was heavily impacted by shift in perception among those residing in Bay of Islands-Whangaroa ward and Te Hiku ward.

NOTES:

1. Total sample: 2020 n=501; 2021 n=501; 2022 n=618; Te Hiku n=177, Bay of Islands-Whangaroa n=331, Kaikohe-Hokianga n=110; Excludes 'don't know'
2. ** Rates for Council-provided water supply based on n=166 who have Council water supply connection
3. VM1. Using a scale of 1-10 where 1 is strongly disagree and 10 is strongly agree, how much do you agree with the following statements?
4. VM2. Thinking about everything Council has done over the last 12 months and what you have experienced of its services and facilities, how satisfied are you that your rates provide value for money?

Year-on-year
 ▲ Significantly higher
 ▼ Significantly lower

Between demographics
 ▲ Significantly higher
 ▼ Significantly lower

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Value for money

						Satisfied/Agree (% 7-10)			% Dissatisfied Disagree (1-4)	Satisfied/Agree by area (% 7-10)		
	2022	2021	2020			2022	2021	2020		Urban	Semi-urban	Rural
Overall: Rates provide value for money	25%	26%	28%	18%	4%	21%	26%	33%	51%	24%	23%	18%
Payment arrangements are fair and reasonable	7%	10%	29%	31%	23%	54%	76%	78%	17%	56%	57%	50%
Invoicing is clear and correct	6%	11%	27%	32%	25%	56%	73%	78%	17%	59%	60%	53%
Rates for council provided water supply**	13%	18%	36%	25%	8%	32%	45%	55%	31%	35%	25%	36%
Fees and charges for other council provided services and facilities being fair and reasonable	20%	18%	32%	22%	7%	29%	44%	45%	38%	31%	31%	28%
Annual property rates are fair and reasonable	33%	26%	24%	14%	3%	18%	26%	27%	59%	20%	17%	16%

- While satisfaction with *Value for money* is consistent across urban and rural areas, perception of those who reside in urban areas has significantly declined year on year.

NOTES:

- Total sample: 2020 n=501; 2021 n=501; 2022 n=618; Urban n=204, Semi urban n=152, Rural n=257; Excludes 'don't know'
- ** Rates for Council-provided water supply based on n=187 who have Council water supply connection
- VM1. Using a scale of 1-10 where 1 is strongly disagree and 10 is strongly agree, how much do you agree with the following statements?
- VM2. Thinking about everything Council has done over the last 12 months and what you have experienced of its services and facilities, how satisfied are you that your rates provide value for money?

Year-on-year
 ▲ Significantly higher
 ▼ Significantly lower

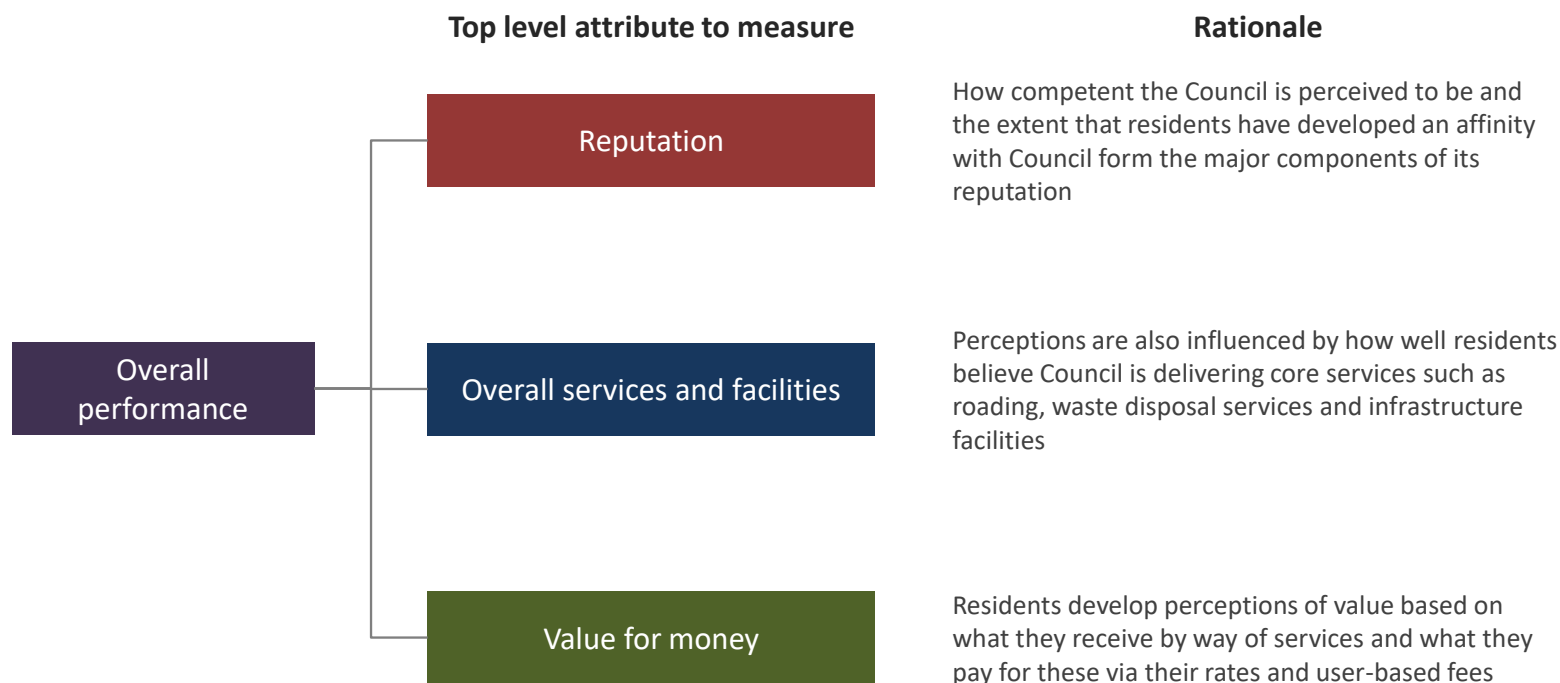
Between demographics
 ▲ Significantly higher
 ▼ Significantly lower

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Drivers of Overall Satisfaction

Overview



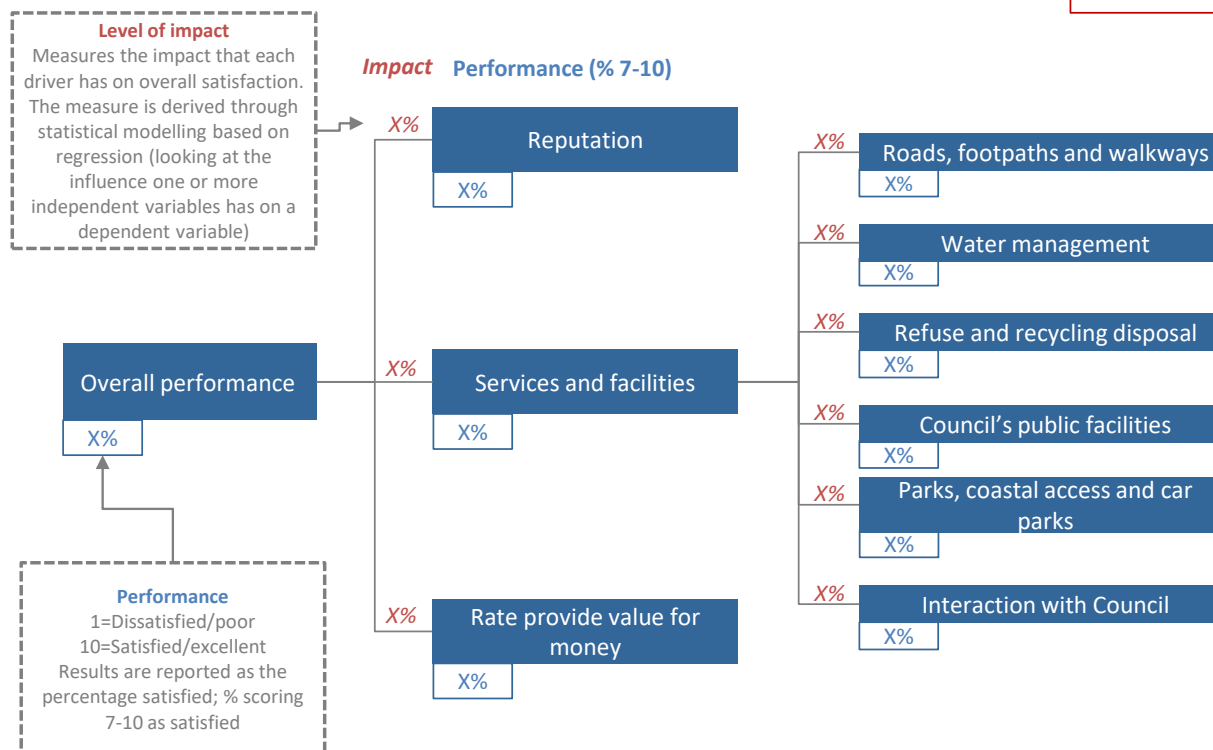
- A Customer Value Management framework was used to determine how the various reputation, service and value elements impact residents' overall evaluation of Council

Introduction to the CVM driver model

Illustration

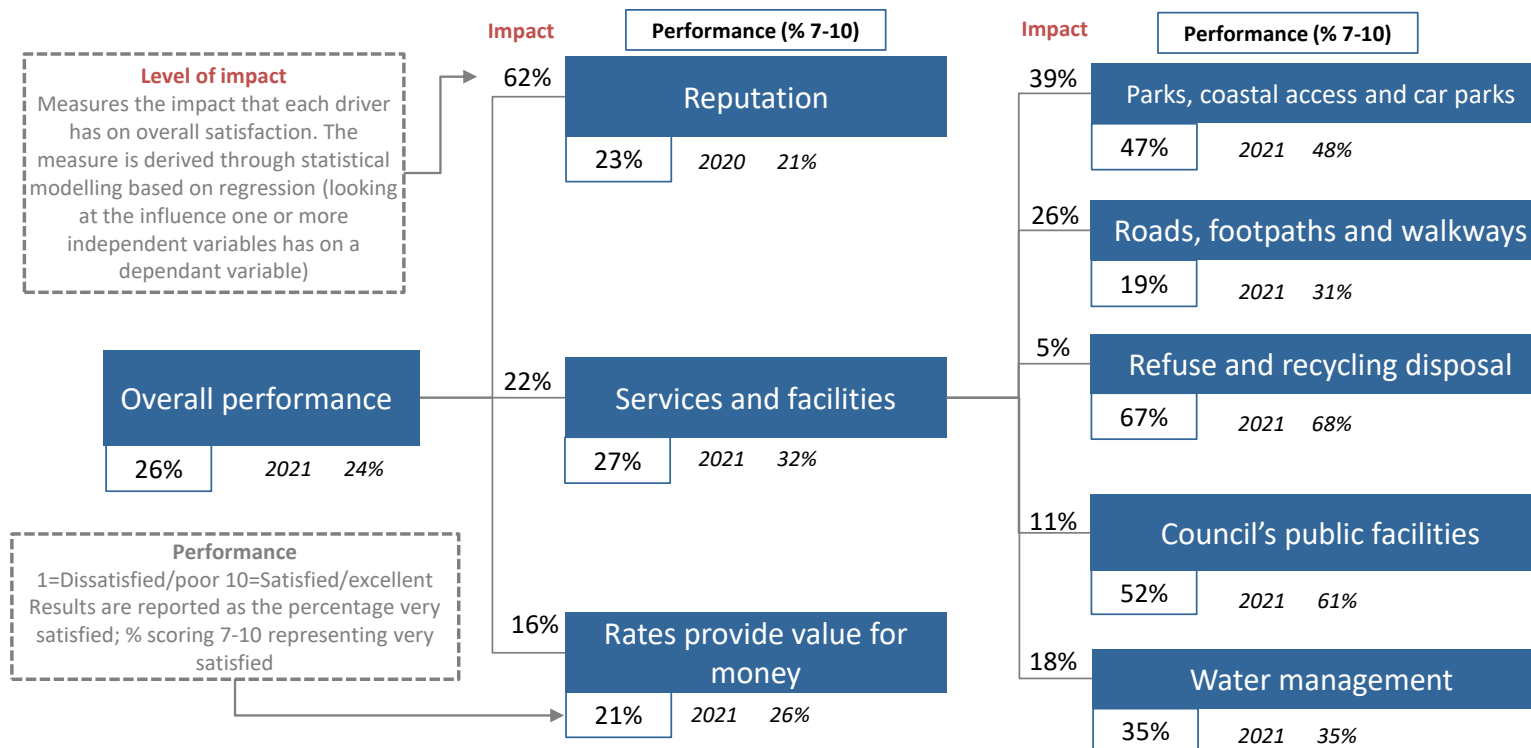
Overview of our driver model

- Residents are asked to rate their perceptions of Council's performance on the various elements that impact overall satisfaction with public services, facilities and activities that Council provides
- Rather than asking residents what is important, we use statistics to derive the impact each element has on the overall perceptions of Council's performance



- The Customer Value Management (CVM) model is a tool to understand perceptions of Council and a mechanism for prioritising improvement opportunities

Overall performance



- *Reputation* had the greatest impact on *Overall performance* (62%), followed by *Rates providing value for money* (16%) and *Services and facilities* (22%) with similar levels of impact. *Parks, coastal access and car parks* had the greatest impact on perceptions of *Services and facilities*, followed by *Roads, footpaths and walkways*.

NOTES:

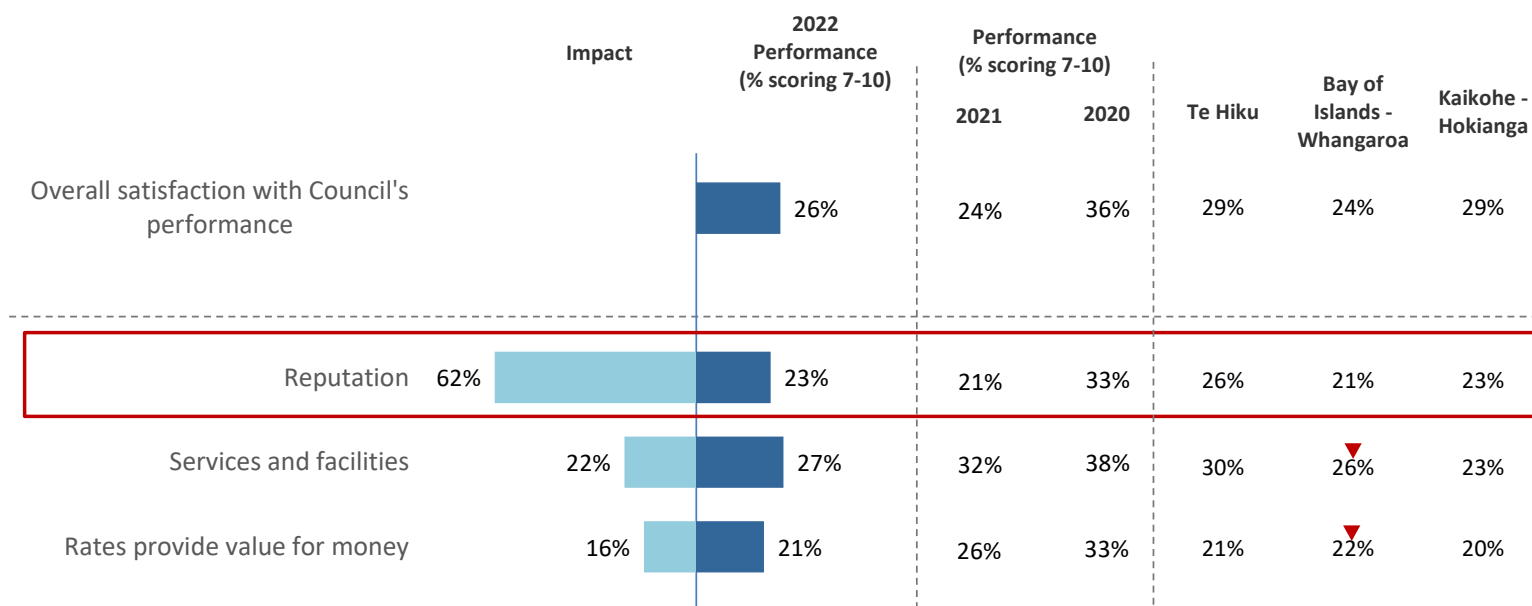
1. Sample: 2022 n=618; 2021 n=501
2. nci = no current impact



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Driver analysis: Overall level drivers



- *Reputation* had the greatest impact on *Overall performance*.
- It remains the highest impact across three main drivers. Performance remains consistent over the 12 months across all three wards, slide declines in perception of Services and facilities and Value for money are impacted by the decline in satisfaction among Bay of Islands-Whangaroa residents.

1. Total sample: 2020 n=501; 2021 n=501; 2022 n=618; Te Hiku n=177, Bay of Islands-Whangaroa n=331, Kaikohe-Hokianga n=110; Excludes 'don't know'
2. REP5. How would you rate Council for its overall reputation?
3. REP4. How would you rate them for the quality of what they provide the district?
4. VM2. How satisfied are you that your rates provide value for money?
5. OP1. How satisfied are you with the OVERALL performance of the Far North District Council?

Year-on-year
 ▲ Significantly higher
 ▼ Significantly lower

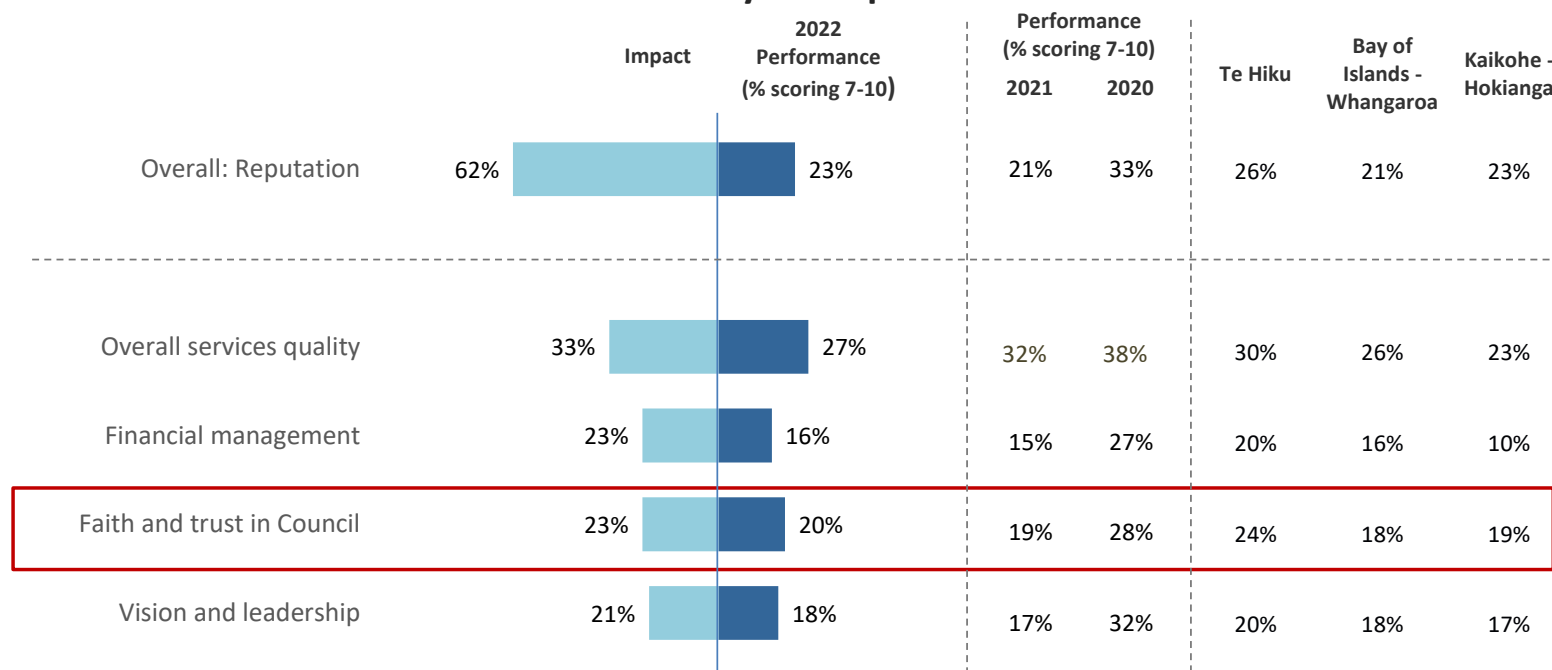
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Driver analysis: Reputation



- *Overall services quality* has the greatest impact on perceptions of Council's *Reputation* and ratings continued to decline over the past 24 months.
- Lower ratings regarding *Financial management* and *Vision and leadership* were evident across all three Council wards.

NOTES:

1. Total sample: 2020 n=501; 2021 n=501; 2022 n=618; Te Hiku n=177, Bay of Islands-Whangaroa n=331, Kaikohe-Hokianga n=110; Excludes 'don't know'
2. REP1. So how would you rate the FNDC for being committed to creating a great district, how it promotes economic development, being in touch with the community and setting clear direction... overall how would you rate Council for its vision and leadership?
3. REP2. Next, I'd like you to think about how open and transparent Council is, how Council can be relied on to act honestly and fairly, and their ability to work in the best interest of the district? Overall how would you rate Council in terms of the faith and trust you have in them?
4. REP3. Not thinking about Council's financial management – how appropriately it invests in the district, how wisely it spends and avoids waste, and its transparency around spending. How would you rate Council overall for its financial management?
5. REP4. And thinking about all the services, facilities and infrastructure Council provides, how would you rate them for the quality of what they provide the district?
6. REP5. So considering leadership, trust, financial management and quality of services provided, how would you rate Council for its overall reputation?

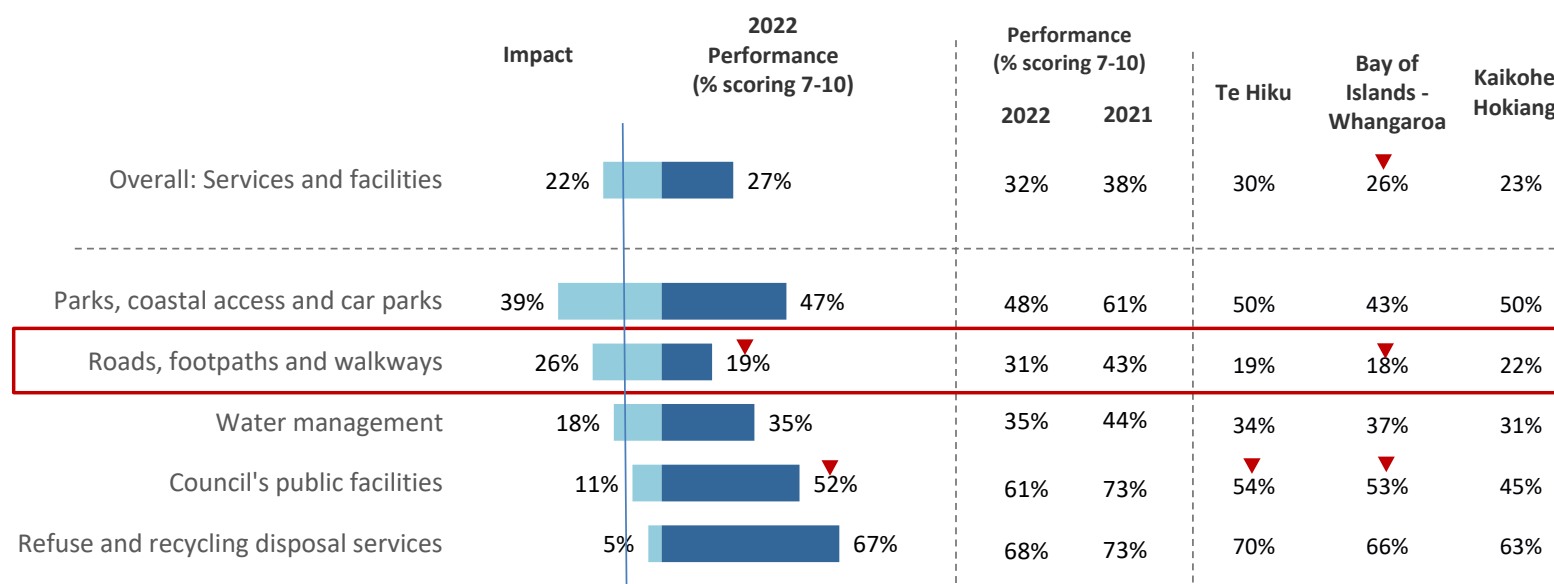
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Driver analysis: Services and facilities



- *Parks, coastal access and car parks* were the most impactful service on perceptions of *Overall services and facilities*.
- *Roads, footpaths and walkways* had the second greatest impact on perceptions regarding *Overall services and facilities*. Satisfaction with this area is the lowest and has showed a large decline over the past 12 months. This area presents best opportunity for Council to focus on over the next year.

NOTES:

1. Total sample: 2020 n=501; 2021 n=501; 2022 n=618; Te Hiku n=177, Bay of Islands-Whangaroa n=331, Kaikohe-Hokianga n=110; Excludes 'don't know'
2. RF2. Overall, how satisfied are you with the roads, footpaths and walkways around the district?
3. TW6. How would you rate your satisfaction with Council overall for its management of three waters in the district?
4. WR5. How would you rate your satisfaction with the Council overall for its refuse and recycling disposal services?
5. CF4. How would you rate your overall satisfaction with the public facilities that are provided?
6. PR2. And overall, how satisfied are you with Council parks, coastal access and car parks
7. RS4G. How would you rate Council overall for how well they handled your request or complaint? Those who had contact with Council
8. REP4. How would you rate them for the quality of what they provide the district?
9. nci=no current impact

Year-on-year
 ▲ Significantly higher
 ▼ Significantly lower

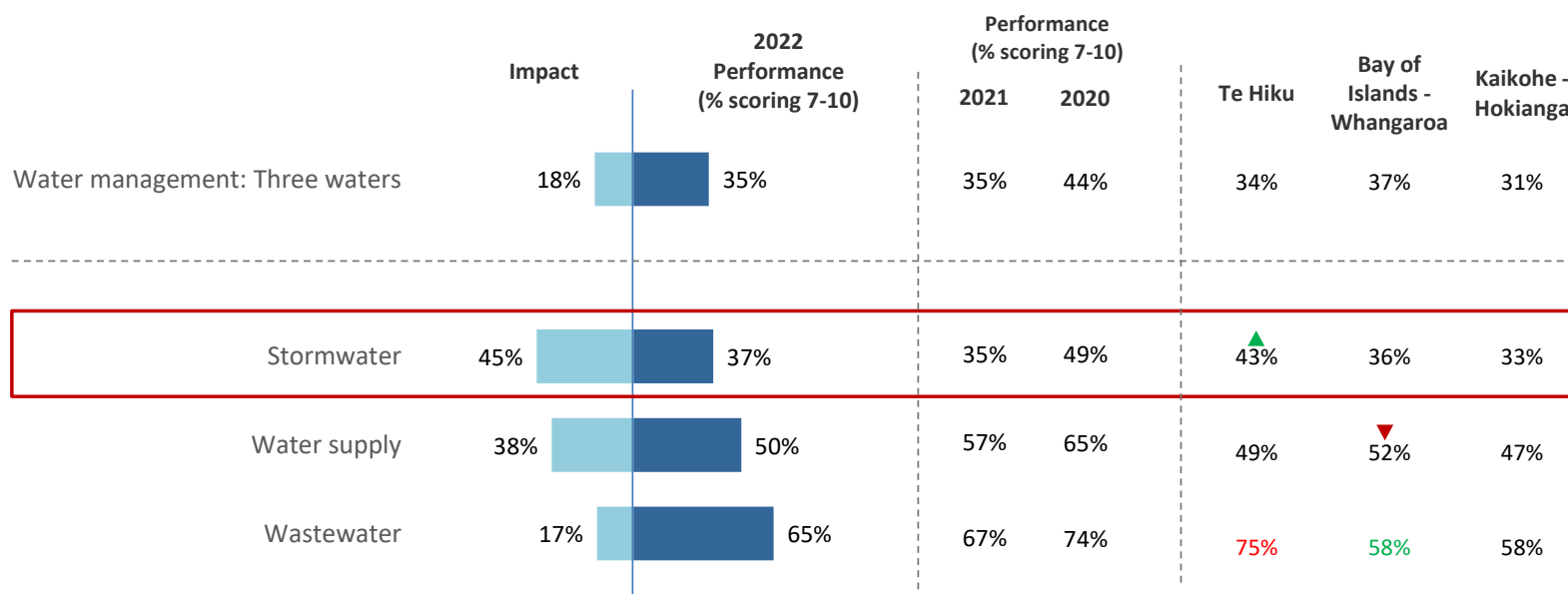
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Driver analysis: Services and facilities: Water management



- *Stormwater management* has the greatest influence on perceptions regarding Council *Water management services*, and improvements in this area would benefit the overall satisfaction with the service.

NOTES:

1. Total sample: 2020 n=501; 2021 n=501; 2022 n=618; Te Hiku n=177, Bay of Islands-Whangaroa n=331, Kaikohe-Hokianga n=110; Excludes 'don't know'
2. TW2B. Overall, how satisfied or dissatisfied are you with the water you receive from the Far North District Council? This is about the service not the cost.
3. TW4. On the scale of 1- 10, how satisfied or dissatisfied are you with the Far North District Council sewerage system? Please note, this is about the service not the cost.
4. TW5. How satisfied are you with the Far North District Council-owned urban (town) stormwater management system?
5. TW6. How would you rate your satisfaction with Council overall for its management of three waters in the district?

Year-on-year
 ▲ Significantly higher
 ▼ Significantly lower

Between demographics
 ▲ Significantly higher
 ▼ Significantly lower

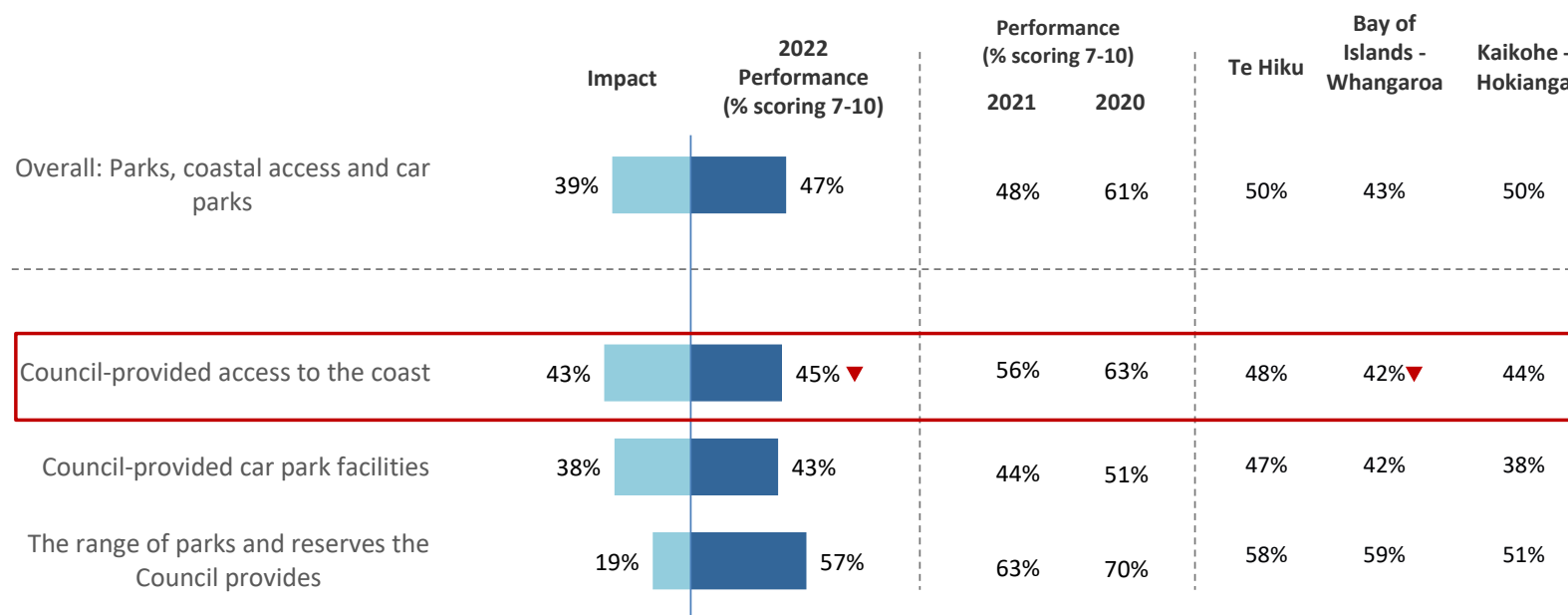
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DRAFT

Driver analysis: Services and facilities: Parks, coastal access and car parks



- *Council-provided access to coast* had the most impact on perceptions regarding *Parks, coastal access and car parks*. Satisfaction with these facilities declined, with residents from *Bay of Islands-Whangaroa Ward* less likely to be satisfied with the *Council provided access to coast*.

NOTES:

1. Total sample: 2020 n=501; 2021 n=501; 2022 n=618; Te Hiku n=177, Bay of Islands-Whangaroa n=331, Kaikohe-Hokianga n=110; Excludes 'don't know'
2. PR1. Still using the 1 to 10 scale, where 1 means 'very dissatisfied' and 10 means 'very satisfied', how would you rate your satisfaction with the following...
3. PR2. And overall, how satisfied are you with Council parks, coastal access and car parks?

Year-on-year
 ▲ Significantly higher
 ▼ Significantly lower

Between demographics
 ▲ Significantly higher
 ▼ Significantly lower

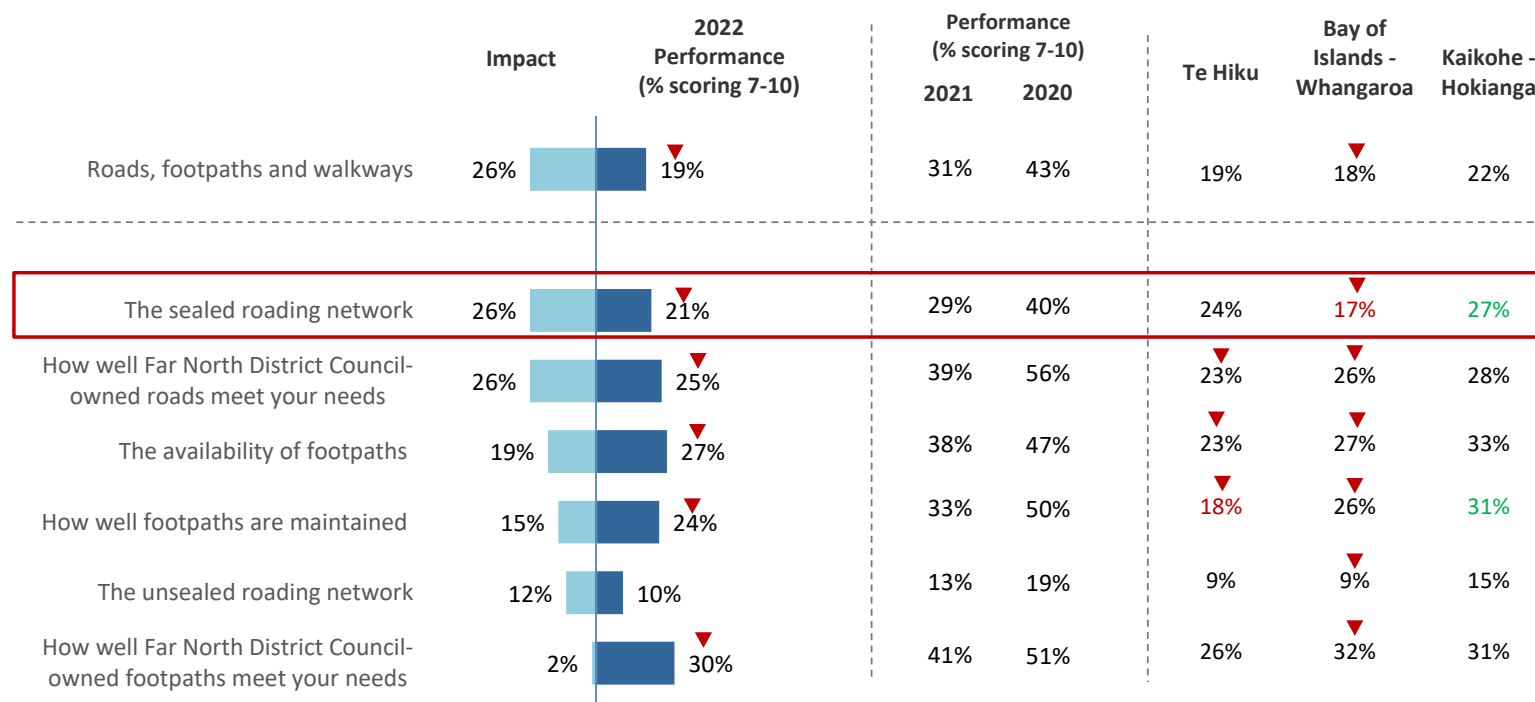
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DRAFT

Driver analysis: Services and facilities: Roads, footpaths and walkways



- Perceptions of *Roading and footpaths* would benefit most from an improvement in how the *Sealed roading network* is perceived, as it contributed most to this area's performance.
- Perception of residents living in *Bay of Islands-Whangaroa Ward* has significantly declined across all areas related to roading over the past 12 months.

NOTES:

- Total sample: 2020 n=501; 2021 n=501; 2022 n=618; Te Hiku n=177, Bay of Islands-Whangaroa n=331, Kaikohe-Hokianga n=110; Excludes 'don't know'
- RF1. Using the 1 to 10 scale, where 1 means 'very dissatisfied' and 10 means 'very satisfied', how would you rate your level of satisfaction with each of the following...
- RF2. Overall, how satisfied are you with the roads, footpaths and walkways around the district?

Year-on-year
 ▲ Significantly higher
 ▼ Significantly lower

Between demographics
 ▲ Significantly higher
 ▼ Significantly lower

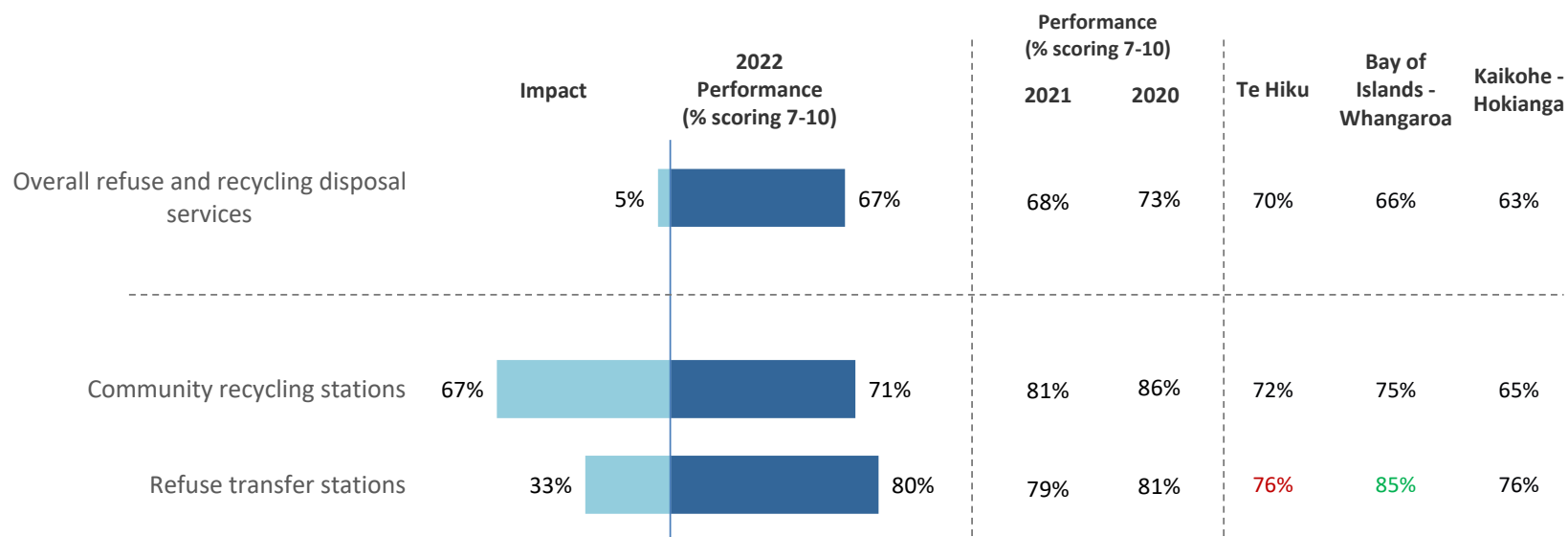
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Driver analysis: Services and facilities: Refuse and recycling



- *Community recycling stations* had the greatest impact on perceptions regarding *Refuse and recycling disposal services*, and satisfaction levels were high at 71%.
- *Refuse transfer stations* had less impact on overall perceptions of *Refuse and recycling disposal services*.

NOTES:

1. Total sample: 2020 n=501; 2021 n=501; 2022 n=618; Te Hiku n=177, Bay of Islands-Whangaroa n=331, Kaikohe-Hokianga n=110; Excludes 'don't know'
2. WR2A. Still using the 1-10 scale, how satisfied or dissatisfied are you with the rubbish and recycling services at the Council's refuse transfer stations?
3. WR4. Still using the 1-10 scale, how satisfied or dissatisfied are you with the Council's community recycling centres?
4. WR5. How would you rate your satisfaction with the Council overall for its refuse and recycling disposal services?

Year-on-year
 ▲ Significantly higher
 ▼ Significantly lower
Between demographics
 ▲ Significantly higher
 ▼ Significantly lower





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Driver analysis: Services and facilities: Public facilities

	Impact	2022 Performance (% scoring 7-10)	Performance (% scoring 7-10)				
			2021	2022	Te Hiku	Bay of Islands - Whangaroa	Kaikohe - Hokianga
Council's public facilities		11%  52% ▼	61%	73%	54% ▼	53% ▼	45%
Cleanliness of public toilets	65%	 47% ▼	54%	59%	44%	50% ▼	45%
Public library	28%	 84% ▼	96%	96%	89% ▼	82% ▼	82%
Cemeteries	7%	 83%	90%	84%	81%	85%	81%

- *Cleanliness of public toilets* has the greatest impact on the perception of *Public facilities*, and continued improvements would benefit overall perception.

NOTES:

1. Total sample: 2020 n=501; 2021 n=501; 2022 n=618; Te Hiku n=177, Bay of Islands-Whangaroa n=331, Kaikohe-Hokianga n=110; Excludes 'don't know'
2. CF2. On the scale of 1- 10, how would you rate your level of satisfaction with...
3. CF4. How would you rate your overall satisfaction with the public facilities that are provided?

Year-on-year
 ▲ Significantly higher
 ▼ Significantly lower
Between demographics
 ▲ Significantly higher
 ▼ Significantly lower







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Driver analysis: Services and facilities: Water supply

	Impact	2022 Performance (% scoring 7-10)	Performance (% scoring 7-10)		Te Hiku	Bay of Islands - Whangaroa	Kaikohe - Hokianga
			2021	2020			
Water supply	38%	 50%	57%	65%	49%	52%	47%
The taste of the water	33%	 38%	46%	48%	46%	37%	31%
The odour of the water	26%	 47%	58%	60%	48%	50%	40%
Continuity of supply	25%	 76%	71%	70%	80%	78%	67%
The clarity of the water	12%	 55%	59%	66%	56%	59%	41%
Water pressure	4%	 67%	64%	75%	76%	68%	56%

- The taste of the water* has the greatest impact on perceptions regarding *Water supply*, and with a relatively poor performance, this area presents an opportunity for improvement. Residents in *Kaikohe-Hokianga Ward* were less likely to be satisfied with the *Taste of the water*, and also less likely to be satisfied with the *Water supply overall*, the *Continuity of supply* and the *Clarity of the water*.

- Total sample: 2020 n=501; 2021 n=501; 2022 n=618; Te Hiku n=177, Bay of Islands-Whangaroa n=331, Kaikohe-Hokianga n=110; Excludes 'don't know'
- TW2. On the scale of 1- 10, how would you rate your satisfaction with...
- TW2B. Overall, how satisfied or dissatisfied are you with the water you receive from the Far North District Council? This is about the service not the cost.

Year-on-year
 ▲ Significantly higher
 ▼ Significantly lower

Between demographics
 ▲ Significantly higher
 ▼ Significantly lower

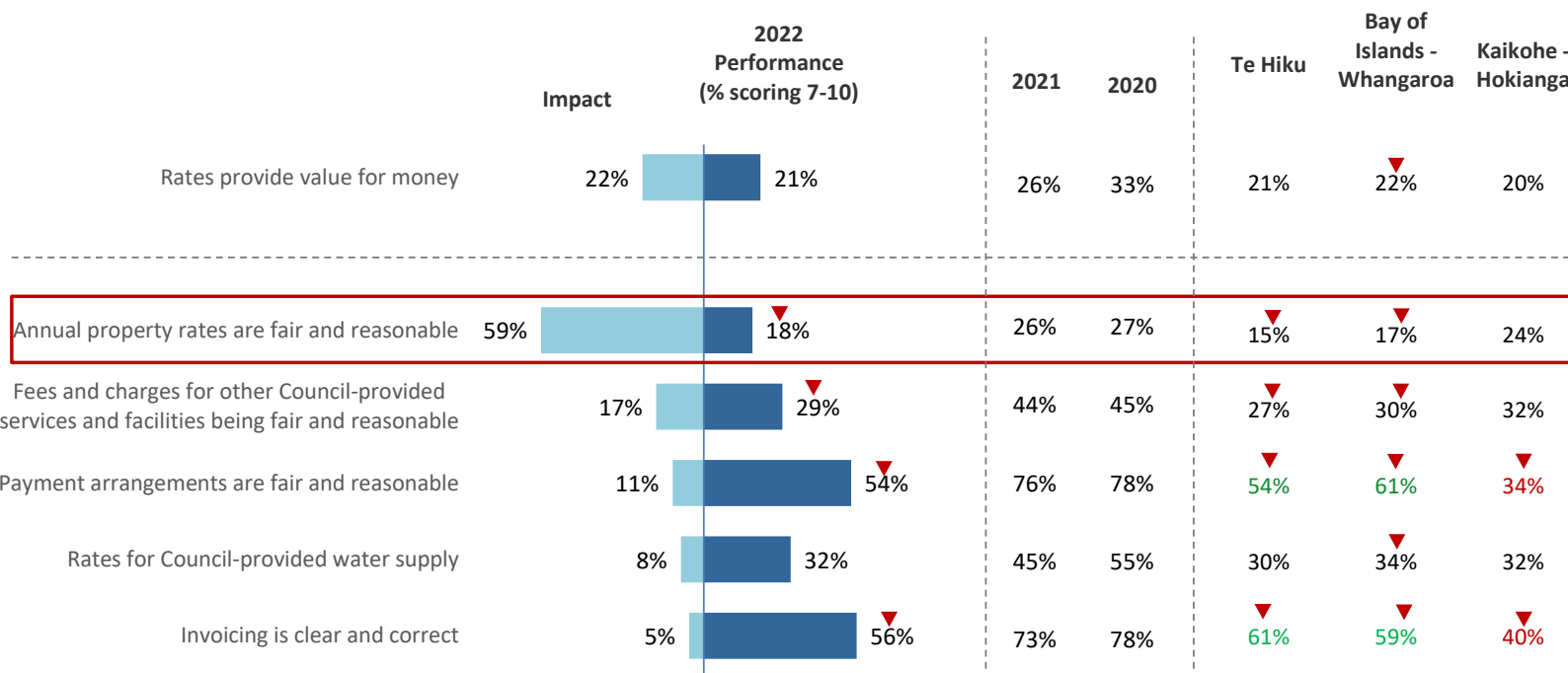
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Driver analysis: Rates and value



- Perceptions of *Value for money* would benefit most from an improvement in how *Annual property rates are fair and reasonable* is perceived, as it contributed most to this area's performance.

NOTES:

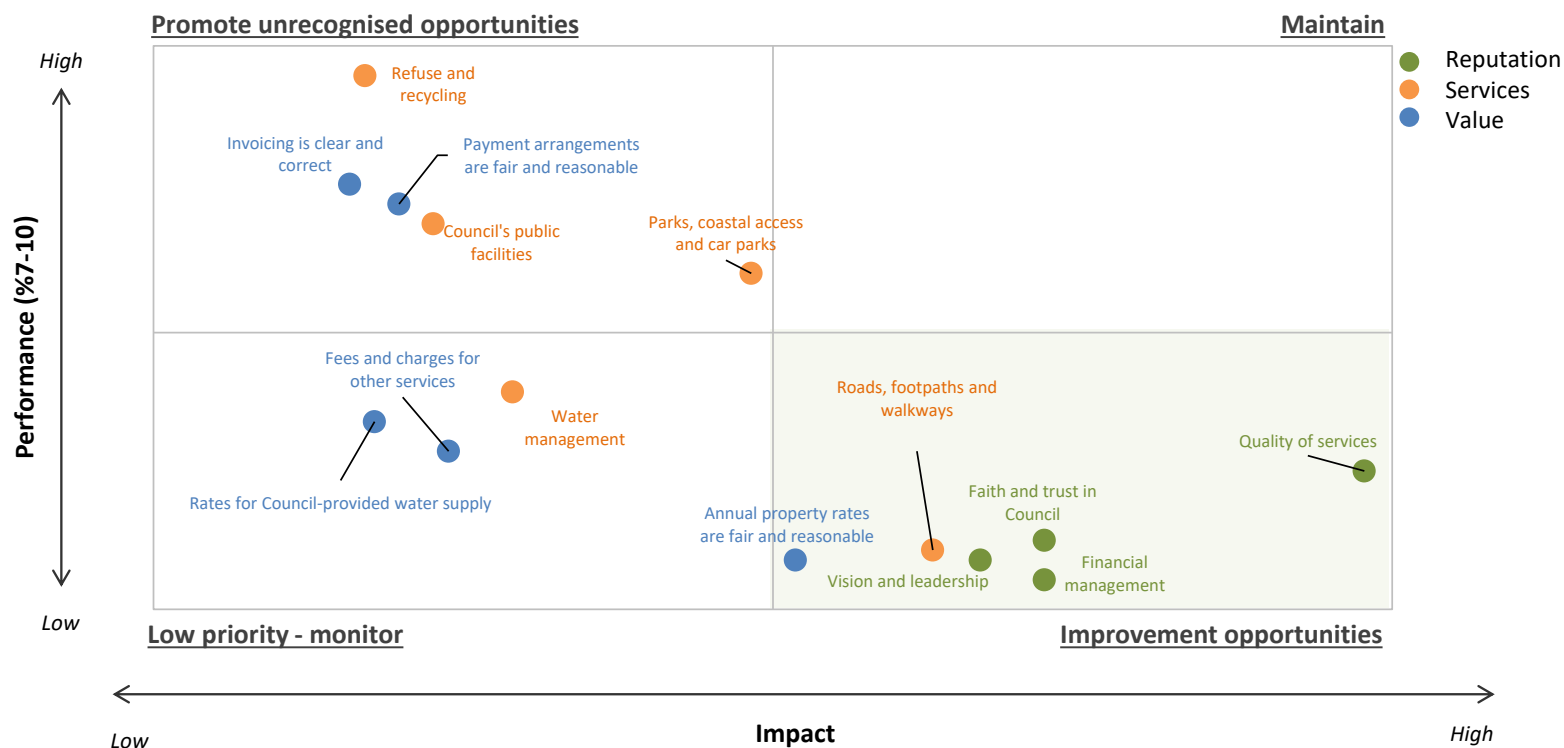
- Total sample: 2020 n=501; 2021 n=501; 2022 n=618; Te Hiku n=177, Bay of Islands-Whangaroa n=331, Kaikohe-Hokianga n=110; Excludes 'don't know'
- VM1. Using a scale of 1-10 where 1 is strongly disagree and 10 is strongly agree, how much do you agree with the following statements?
- VM2. Thinking about everything Council has done over the last 12 months and what you have experienced of its services and facilities, how satisfied are you that your rates provide value for money?
- nci = no current impact

Year-on-year
 ▲ Significantly higher
 ▼ Significantly lower

Between demographics
 ▲ Significantly higher
 ▼ Significantly lower

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Overall performance: Improvement priorities



- Roading infrastructure, Annual property rates being fair and reasonable, as well as all metrics related to Council's Image and reputation present the best opportunities for the Council. Improving residents' perception for these areas will improve overall satisfaction with the Council.

NOTES:

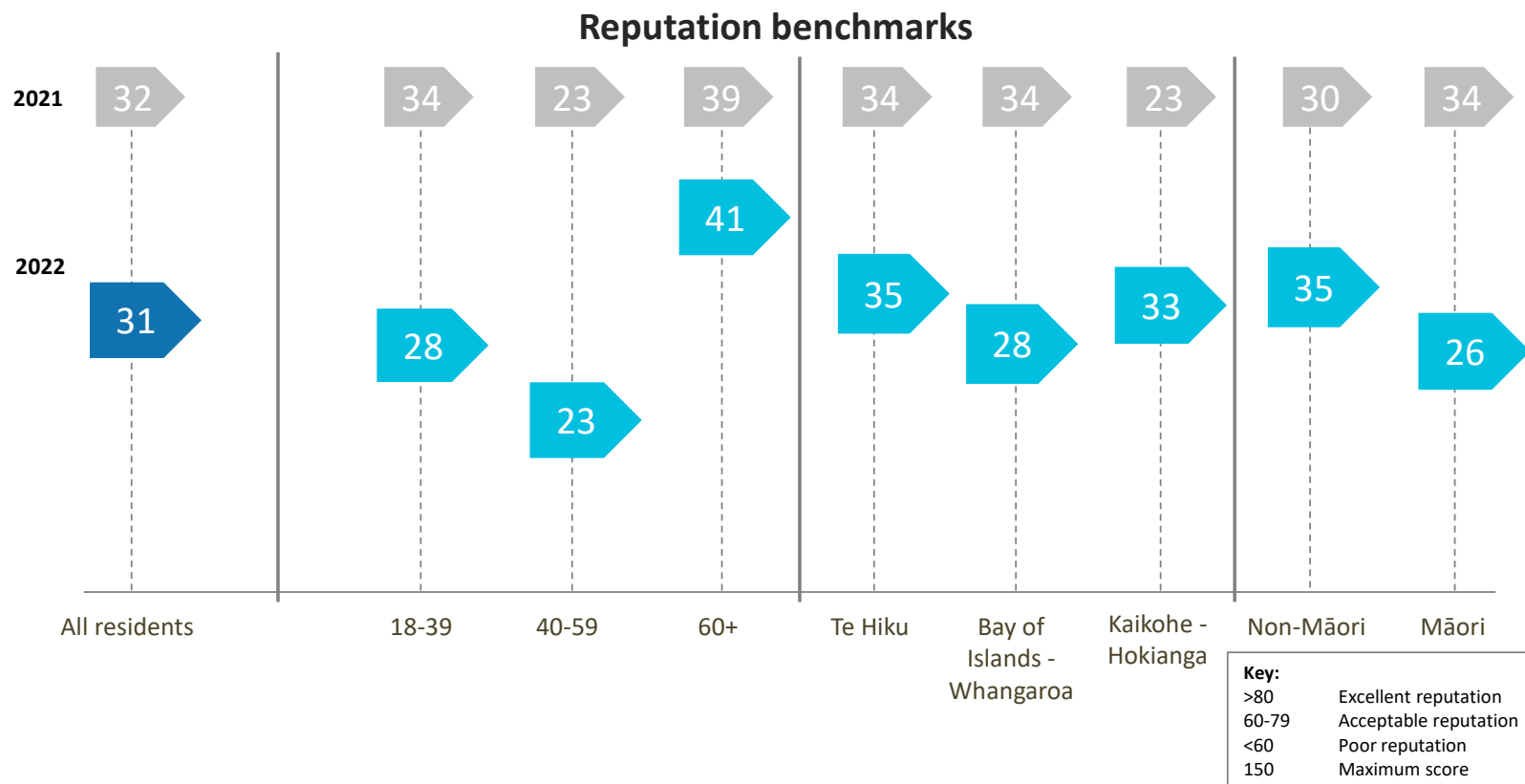
1. Sample: n=501



Understanding Reputation



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- The Far North District Council *reputation benchmark score* remains poor, with marginally higher ratings among those who reside in Kaikohe-Hokianga ward.

NOTES:

- Sample 2021 n=501; n=618; Te Hiku n=177, Bay of Islands-Whangaroa n=331, Kaikohe-Hokianga n=110; Non-Maori n=380, Maori n=238; Excludes 'don't know'
- REP5. So considering, leadership, trust, financial management and quality of services provided, how would you rate Council for its overall reputation?
- The benchmark is calculated by re-scaling the overall reputation measure to a new scale between -50 and +150 to improve granularity for the purpose of benchmarking

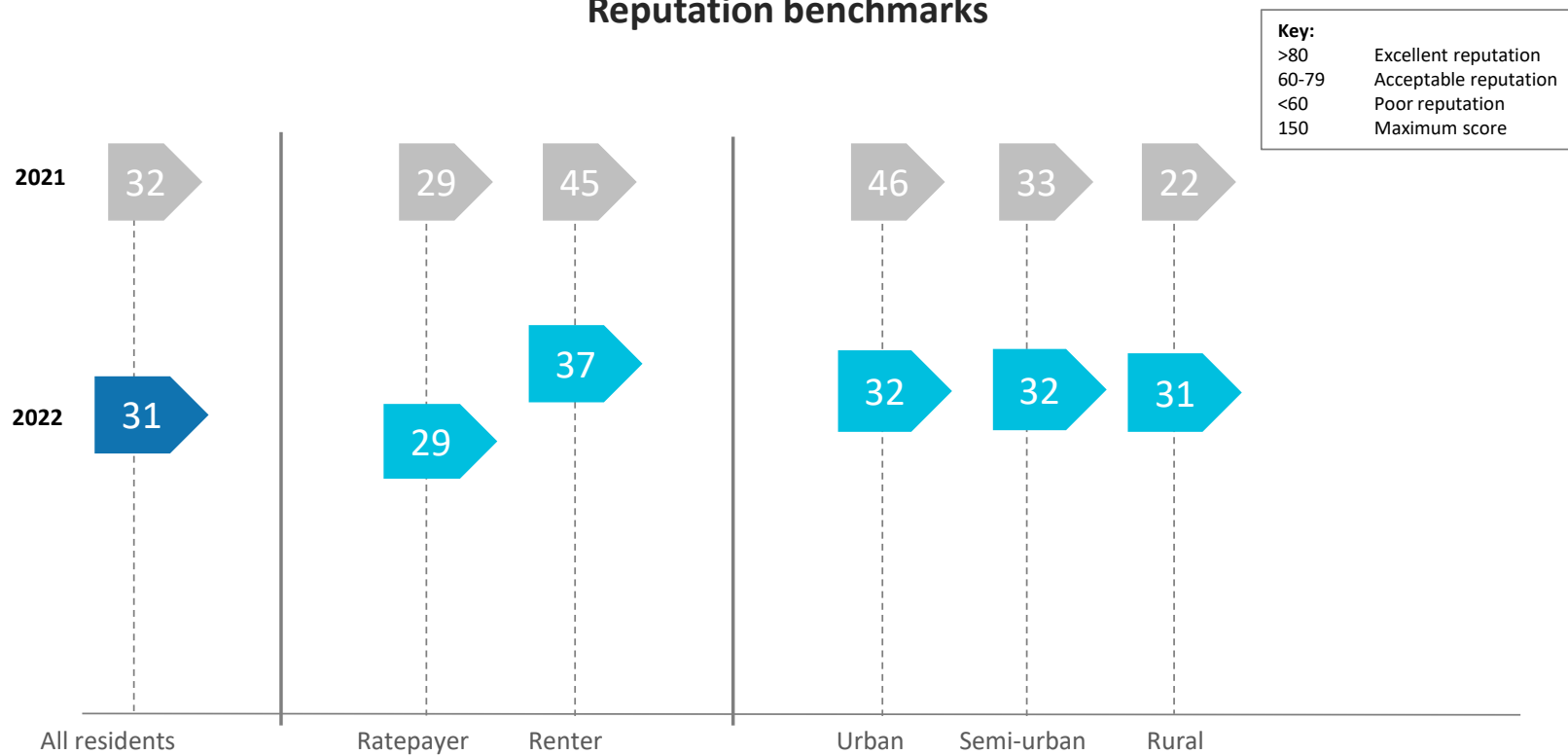
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Reputation benchmarks

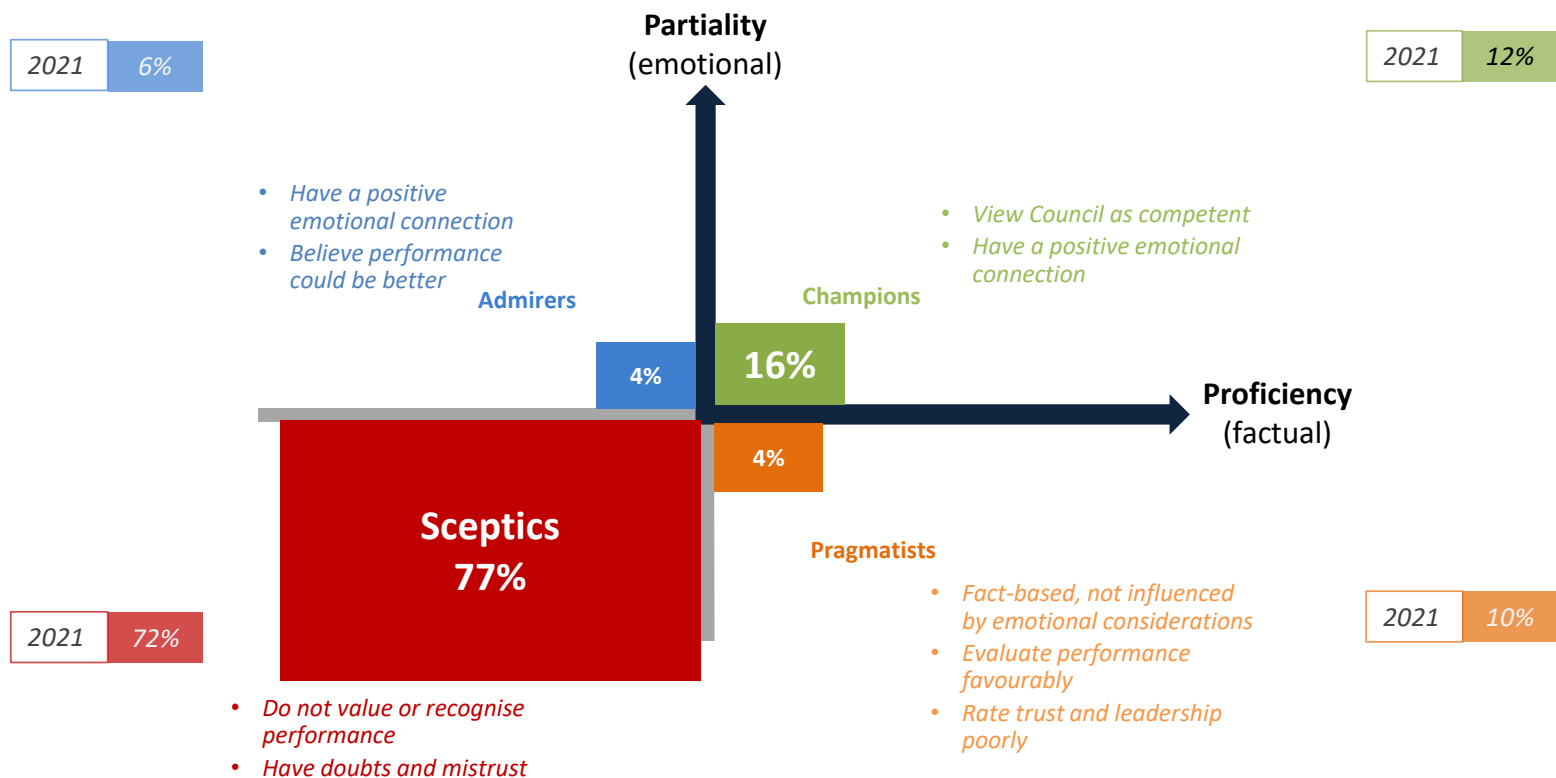


- Council's *Reputation* was stronger amongst *renters*.

NOTES:

1. Sample: 2021 n=501; 2022 n=618; Urban n=204, Semi urban n=152, Rural n=257
2. REP5. So considering, leadership, trust, financial management and quality of services provided, how would you rate Council for its overall reputation?
3. The benchmark is calculated by re-scaling the overall reputation measure to a new scale between -50 and +150 to improve granularity for the purpose of benchmarking

Reputation profile

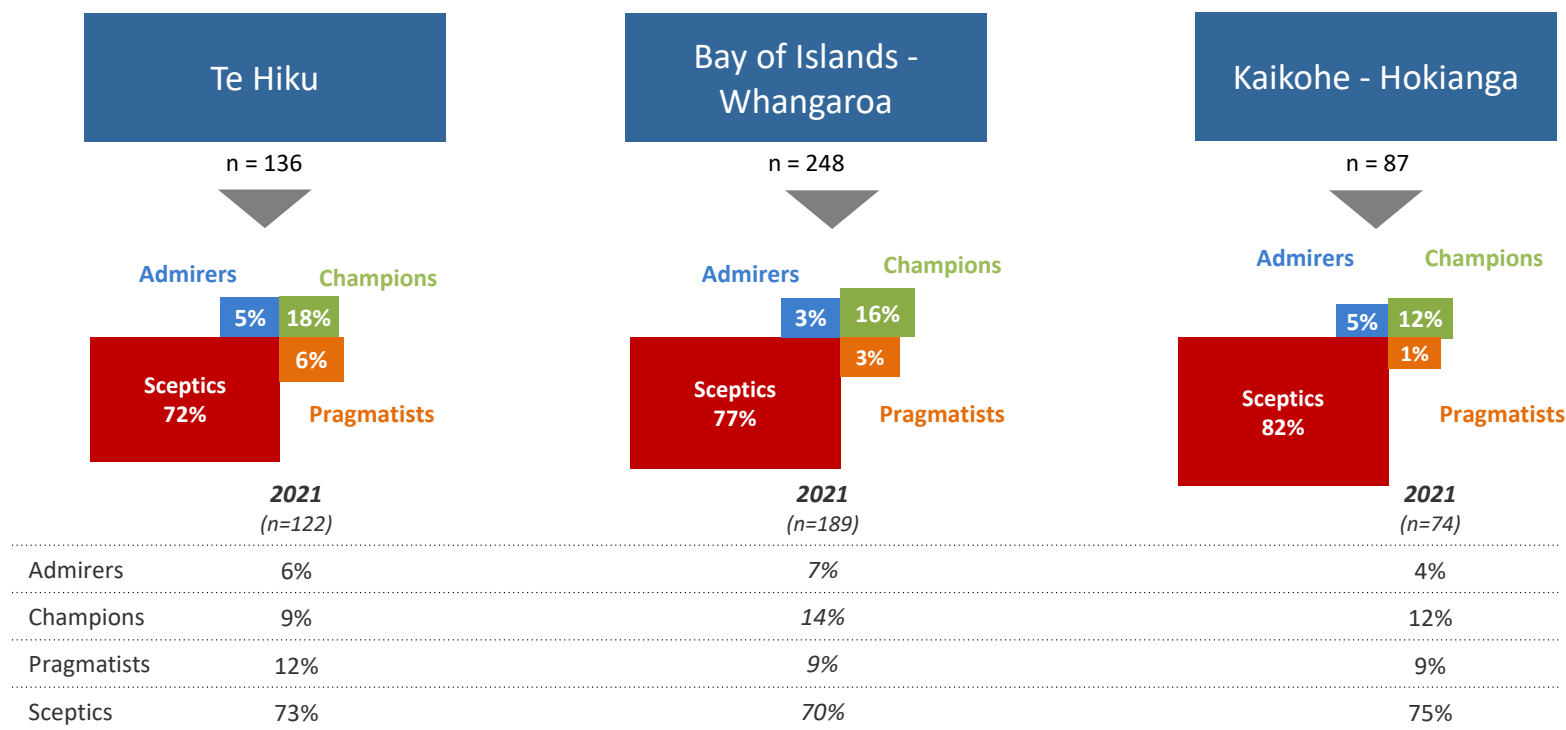


- Over three quarters of residents (77%) were classified as *Sceptics*, not recognizing or valuing Council's performance and having doubts or lacking trust in Council. 12% of residents were *Champions* viewing Council as competent and having a positive connection to Council.

NOTES:

- Sample: 2021 n=501; 2022 n=618; Excludes 'don't know' responses to any of the reputation questions
- Segments have been determined using the results from a set of five overall level questions
- REP1 leadership, REP2 trust, REP3 financial management, REP4 services quality, REP5 overall reputation

Reputation profile: Wards

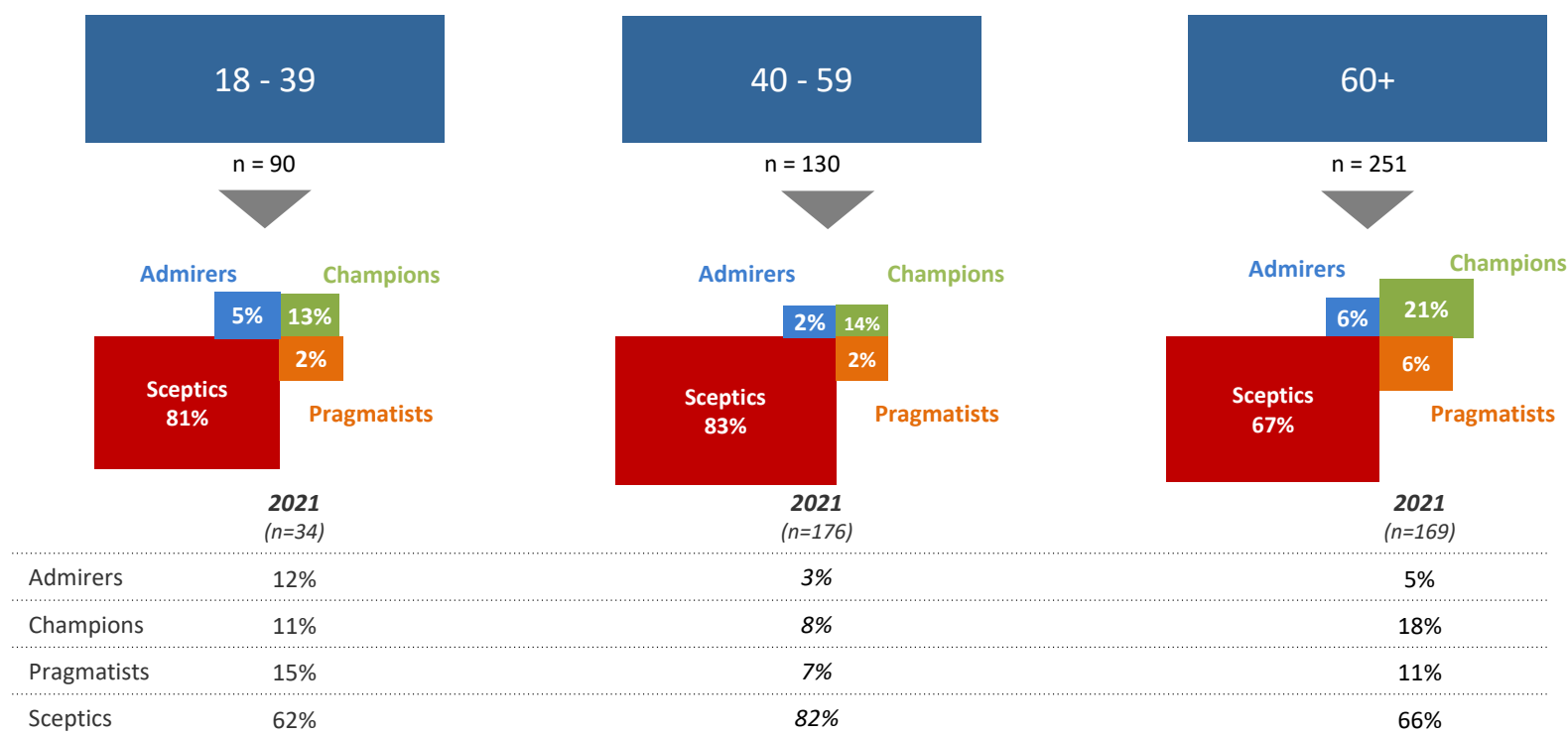


- *Kaikohe-Hokianga Ward* had the highest proportion of *Sceptics*, while *Te Hiku Ward* had the highest proportion *Champions*.

NOTES:

1. Sample: 2021 n=501; 2022 n=618; Excludes 'don't know' responses to any of the reputation questions
2. Segments have been determined using the results from a set of five overall level questions
3. REP1 leadership, REP2 trust, REP3 financial management, REP4 services quality, REP5 overall reputation

Reputation profile: Age

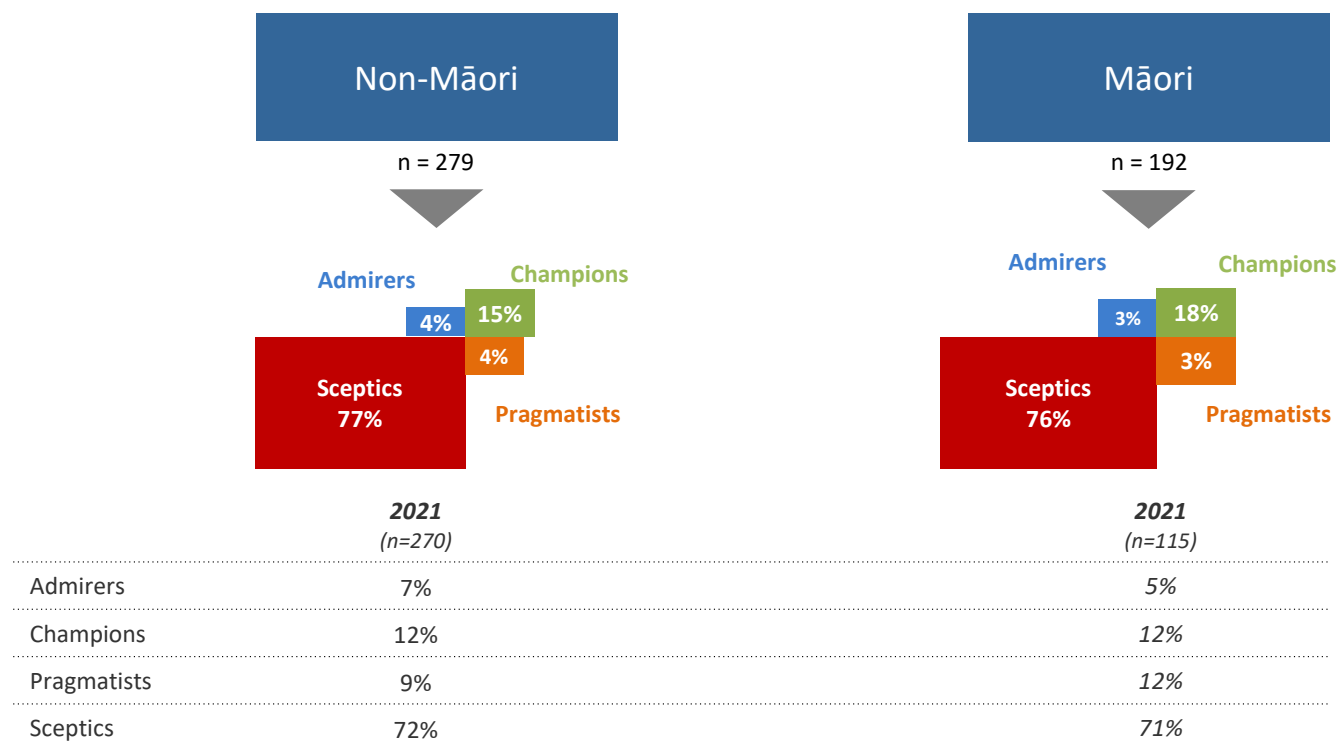


- Residents from the older age group (60+ years) had the highest proportion of *Champions*, while the middle age group (40-59 years) had the highest proportion of *Sceptics*. The younger age group (18-39 years) had the highest proportion of *Admirers* and *Pragmatists*.

NOTES:

- Sample: 2021 n=501; 2022 n=618; Excludes 'don't know' responses to any of the reputation questions
- Segments have been determined using the results from a set of five overall level questions
- REP1 leadership, REP2 trust, REP3 financial management, REP4 services quality, REP5 overall reputation

Reputation profile: Ethnicity



- The proportion of *Sceptics* was the same across ethnicity groups, with *Māori* having a slightly higher proportion of *Champions*.

NOTES:

- Sample: 2021 n=501; 2022 n=618; Excludes 'don't know' responses to any of the reputation questions
- Segments have been determined using the results from a set of five overall level questions
- REP1 leadership, REP2 trust, REP3 financial management, REP4 services quality, REP5 overall reputation

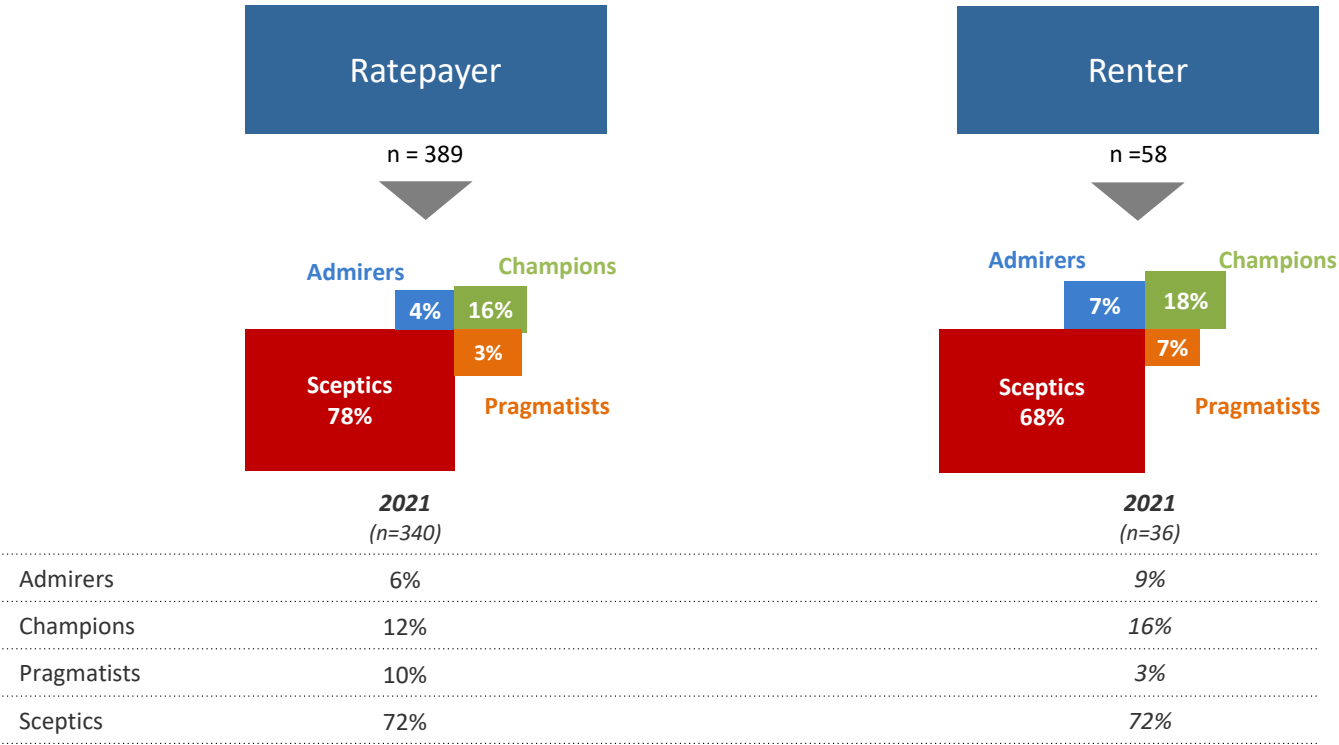


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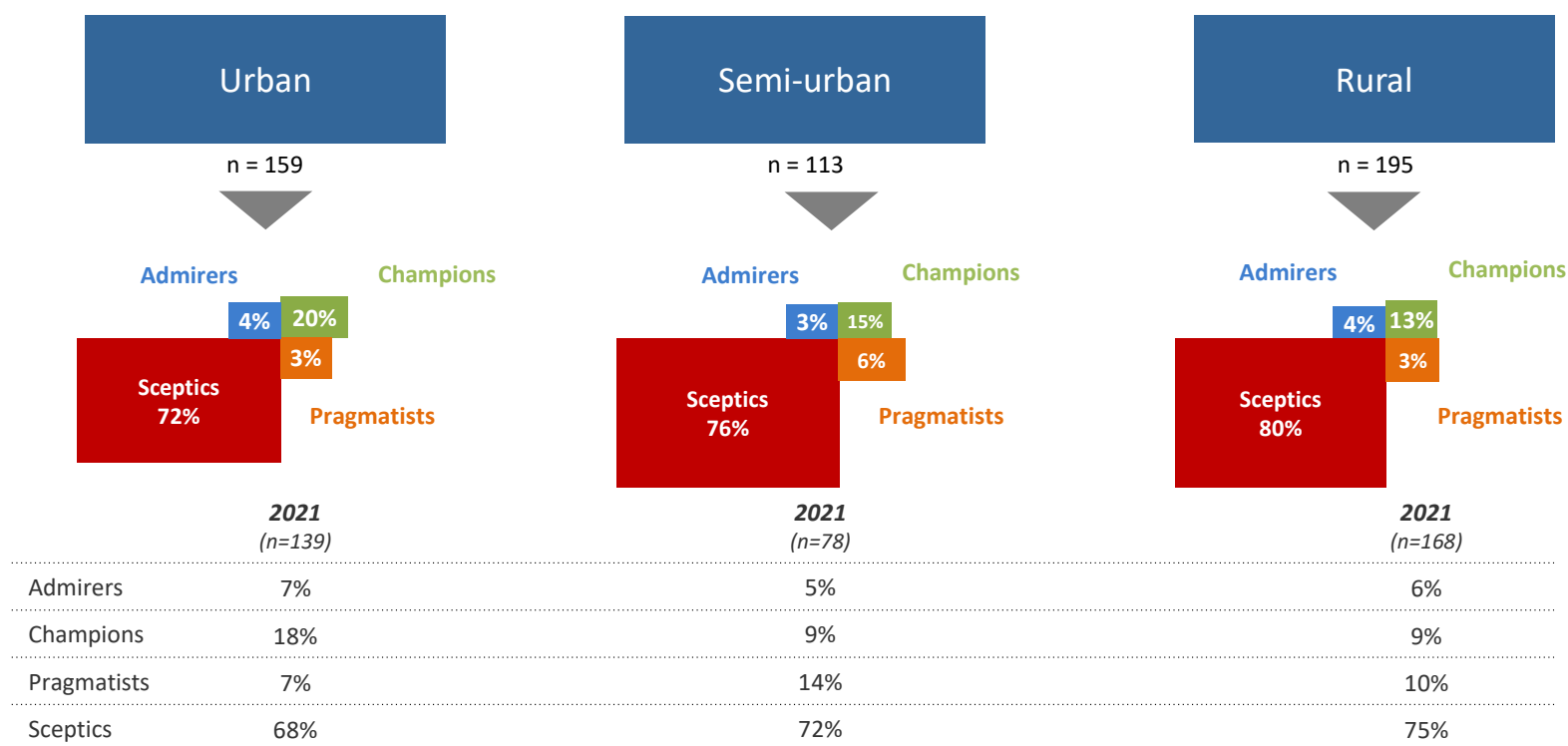
Reputation profile: Ratepayer vs Renter



- The proportion of *Sceptics* was among ratepayers is considerably higher when compared with renters.

NOTES:
1. Sample: 2021 n=501; 2022 n=618; Excludes 'don't know' responses to any of the reputation questions
2. Segments have been determined using the results from a set of five overall level questions
3. REP1 leadership, REP2 trust, REP3 financial management, REP4 services quality, REP5 overall reputation

Reputation profile: Urban vs Rural



- Rural* areas had a higher proportion of *Sceptics*, *semi-urban* areas had higher proportions of *Pragmatists* and *urban* areas had higher proportions of *Champions*.

NOTES:

- Sample: 2021 n=501; 2022 n=618; Excludes 'don't know' responses to any of the reputation questions
- Segments have been determined using the results from a set of five overall level questions
- REP1 leadership, REP2 trust, REP3 financial management, REP4 services quality, REP5 overall reputation



Services and Facilities: Roads, footpaths and walkways

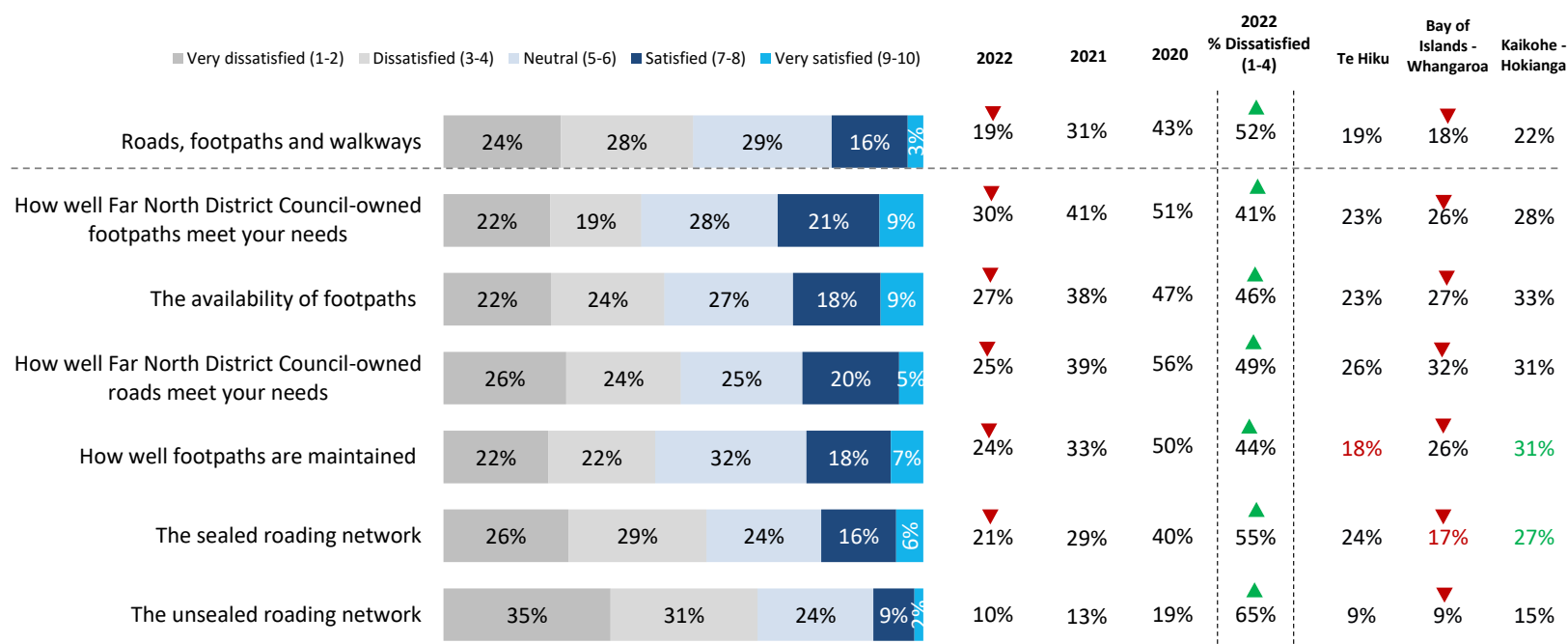


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Services and facilities: Roads, footpaths and walkways



- Less than two in five residents (19%) were satisfied with the *Roading and footpaths* in the Far North District overall. The decline has been impacted by a significant decline in perception among those residing in Bay of Islands-Whangaroa ward.
- Satisfaction with all aspects related to *Roading and footpaths* in the Far North District declined considerably year-on-year, with the lowest level of satisfaction related to the *Unsealed roading network* (10%) and the highest level of satisfaction related to *how well Council-owned footpaths met residents needs* (30%).

NOTES:

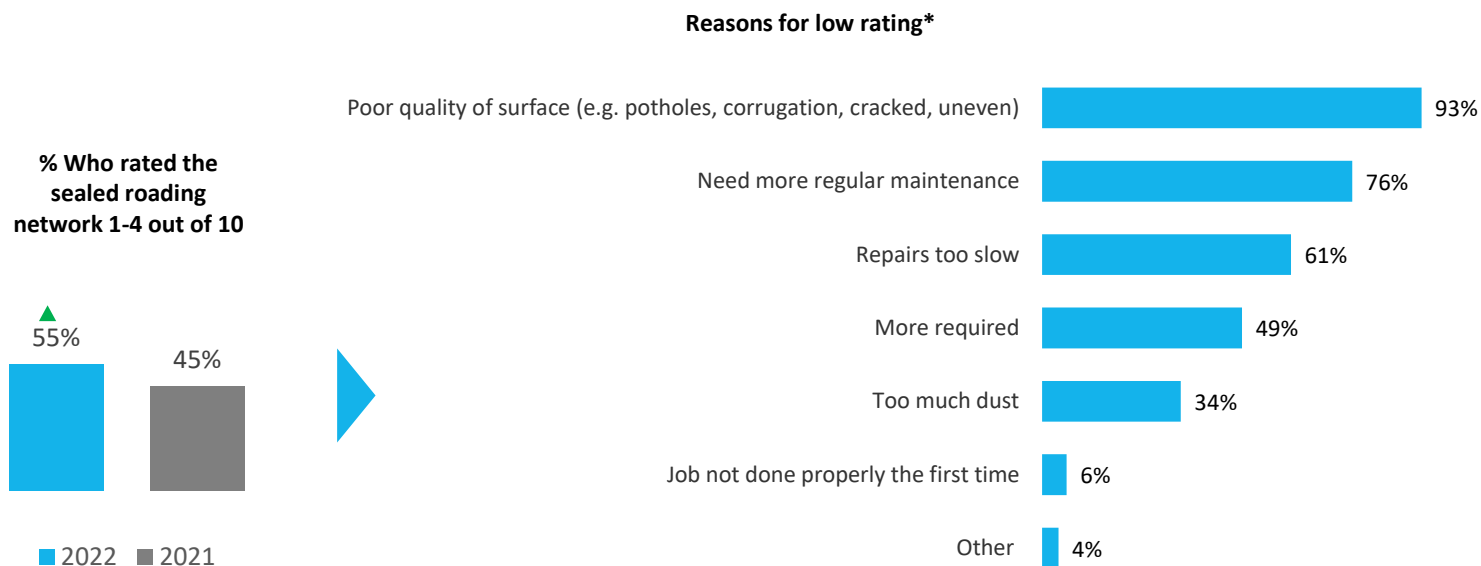
1. Total sample: 2020 n=501; 2021 n=501; 2022 n=618; Te Hiku n=177, Bay of Islands-Whangaroa n=331, Kaikohe-Hokianga n=110; Excludes 'don't know'
2. RF1. Using the 1 to 10 scale, where 1 means 'very dissatisfied' and 10 means 'very satisfied', how would you rate your level of satisfaction with each of the following...?
3. RF2. Overall, how satisfied are you with the roads, footpaths and walkways around the district?

Year-on-year
 ▲ Significantly higher
 ▼ Significantly lower

Between demographics
 ▲ Significantly higher
 ▼ Significantly lower

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Reasons for dissatisfaction: The sealed roading network



- Over half of residents (55%) were dissatisfied with *the Sealed roading network*.
- Poor quality of surface* was the main reason for dissatisfaction with the condition of sealed roads (93%), and 76% of dissatisfied residents felt *More regular maintenance was required*. 61% of those dissatisfied felt *Repairs to the sealed roading network were too slow*.

NOTES:

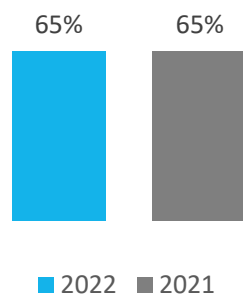
- Sample: 2021 n=501, 2022 n=618; Very dissatisfied (1-3) n=245
- RF1A. Why weren't you satisfied with...?
- * Asked of % who rated sealed roading network 1-3 out of 10

Year-on-year
 Significantly higher
 Significantly lower

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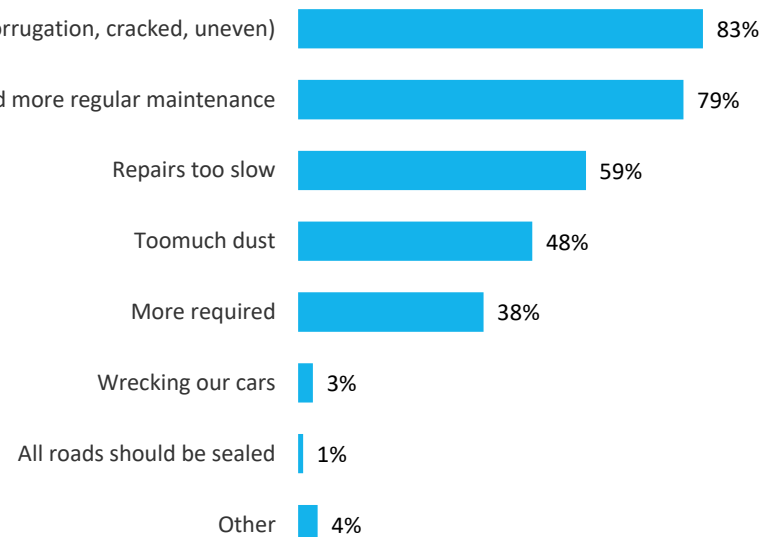
Reasons for dissatisfaction: The unsealed roading network

% Who rated the
unsealed roading
network 1-4 out of 10



Poor quality of surface (e.g. potholes, corrugation, cracked, uneven)



Reasons for low rating*



- Nearly two in three residents (65%) were dissatisfied with the *Unsealed roading network*.
- Poor quality of surface* (83%) and the *Need for more regular maintenance* (79%) were the main reasons for dissatisfaction with the *Unsealed roading network*. 59% felt *Repairs to the unsealed roading network were too slow*.

NOTES:

- Sample: 2021 n=501, 202 n=618; Very dissatisfied (1-3) n=274
- RF1A. Why weren't you satisfied with <Xxx>?
- * Asked of % who rated unsealed roading network 1-3 out of 10

Year-on-year
 Significantly higher
 Significantly lower

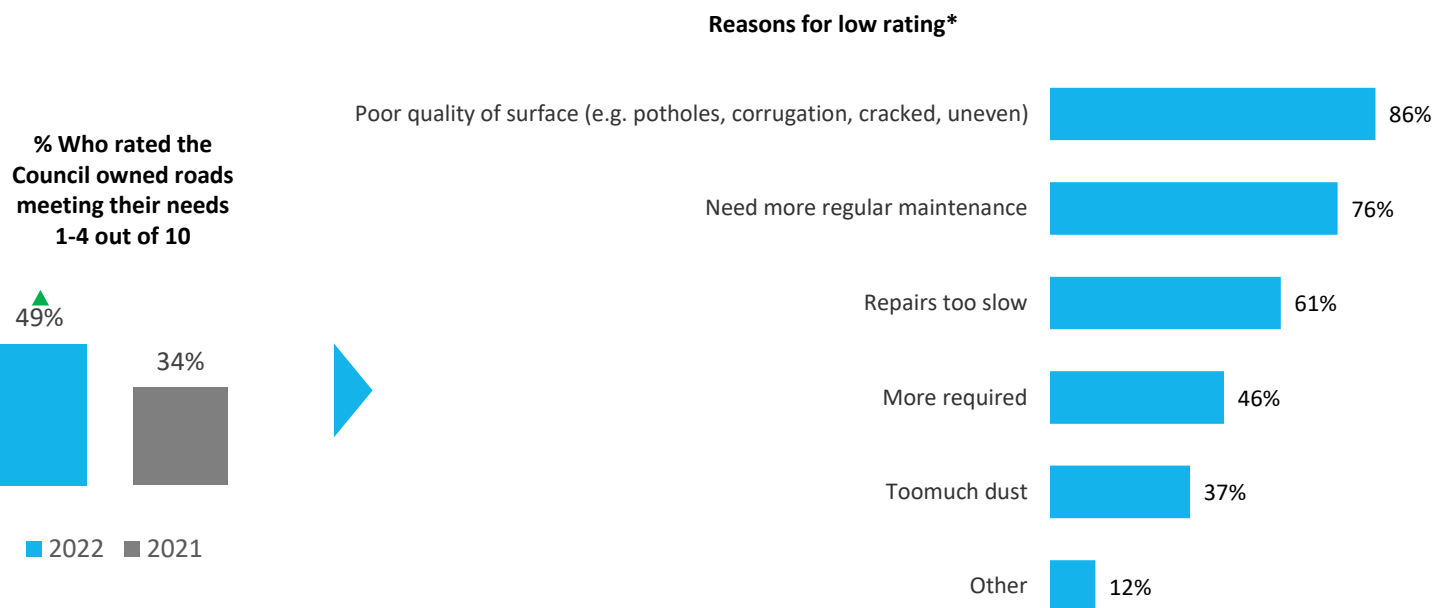
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Reasons for dissatisfaction: How well Far North District Council-owned roads meet your needs



- Close to half of residents (49%) were dissatisfied with *How well Far North District Council-owned roads meet their needs*.
- *Poor quality of surface* (86%) and the *Need for more regular maintenance* (76%) were the main reasons for dissatisfaction. 61% were dissatisfied with the Council owned roads as *Repairs were too slow*.

NOTES:

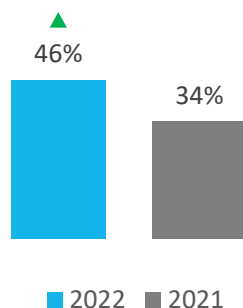
1. Sample: 2021 n=501, 2022 n=618; Very dissatisfied (1-3) n=210
2. RF1A. Why weren't you satisfied with <Xxx>?
3. * Asked of % who rated how well Far North District Council-owned roads meet their needs 1-3 out of 10

Year-on-year
 ▲ Significantly higher
 ▼ Significantly lower

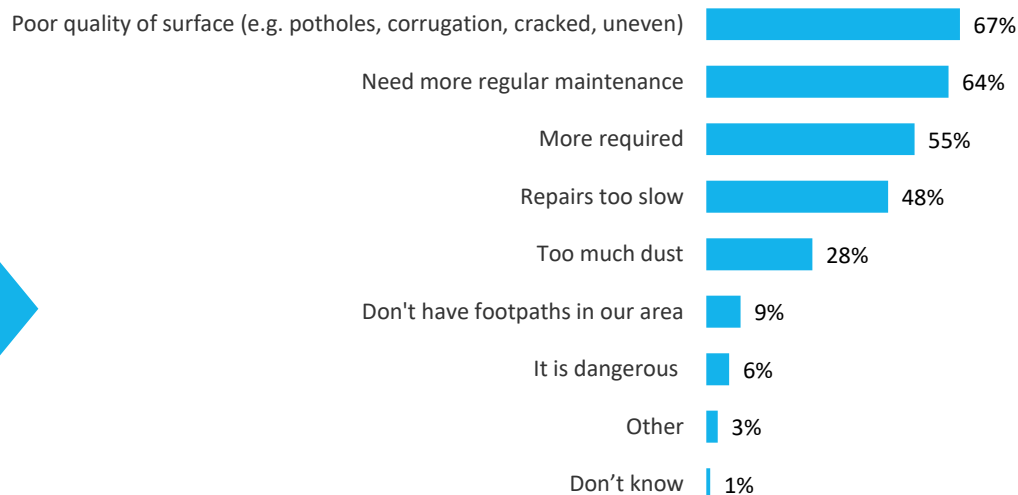
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Reasons for dissatisfaction: The availability of footpaths

% Who rated the
availability of footpaths
1-4 out of 10



Reasons for low rating*



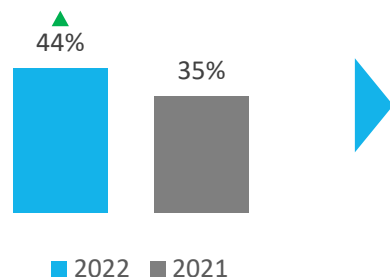
- More than a four in ten residents (46%) were dissatisfied with the *Availability of footpaths*.
- 67% were dissatisfied due to the *Poor quality of surface*. Further 64% of whom felt *More regular maintenance was required*.

NOTES:

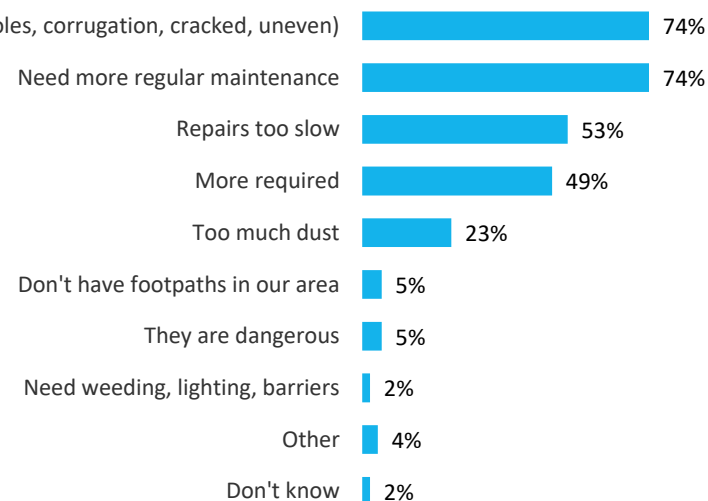
1. Sample: 2021 n=501, 2022 =618; Very dissatisfied (1-3) n=196
2. RF1A. Why weren't you satisfied with <Xxx>?
3. * Asked of % who rated the availability of footpaths 1-3 out of 10

Reasons for dissatisfaction: How well footpaths are maintained

% Who rated footpath
maintenance 1-4 out of 10





Reasons for low rating*



- More than four in ten residents (44%) rated *How well footpaths are maintained* 1-4 out of 10.
- Reasons for low ratings related to *Poor quality of surface* (74%) and the *Need for more regular maintenance* (74%). 53% felt *Repairs to footpaths were too slow* and 49% indicated that *More were required*.

NOTES:

1. Sample: 2021 n=501, 2022 n=618; Very dissatisfied (1-3) n=181
2. RF1A. Why weren't you satisfied with <Xxx>?
3. * Asked of % who rated how well the footpaths are maintained 1-3 out of 10

Year-on-year
 Significantly higher
 Significantly lower

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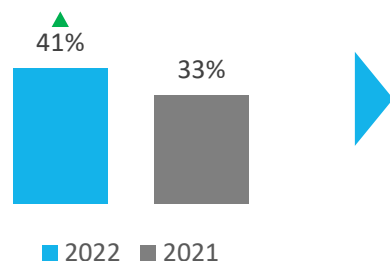


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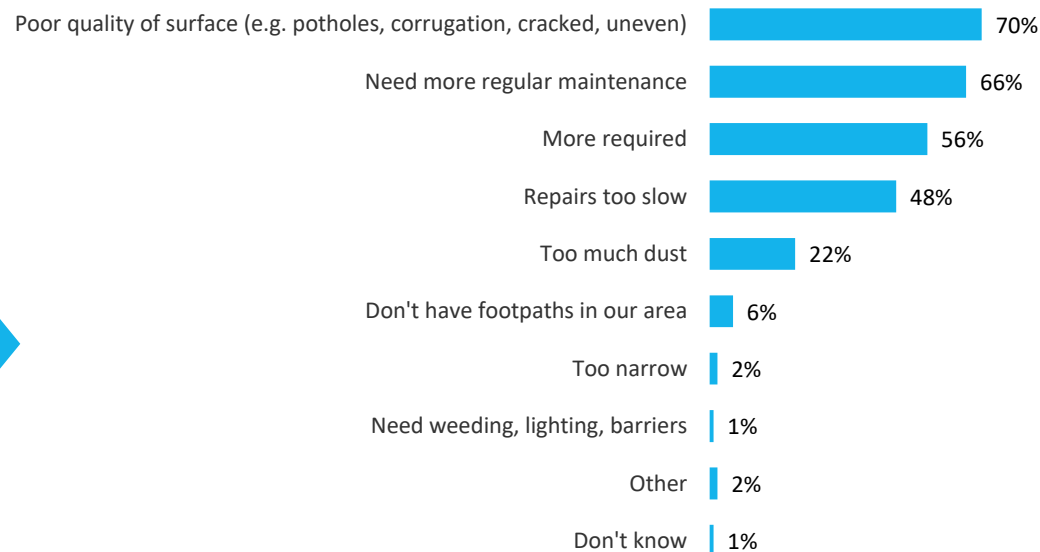
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Reasons for dissatisfaction: How well Far North District Council-owned footpaths meet your needs

% Who rated Council footpaths meeting their needs 1-4 out of 10



Reasons for low rating*



- 41% of residents were dissatisfied with *Council footpaths meeting their needs*.
- *Poor quality of surface* (70%), the *Need for more regular maintenance* (66%) and *Needing more footpaths in general* (56%) were the main reasons for low ratings.

NOTES:

1. Sample: 2021 n=501, 2022 n=618; Very dissatisfied (1-3) n=160
2. RF1A. Why weren't you satisfied with <Xxx>?
3. * Asked of % who rated how well Far North District Council owned footpaths meeting their needs 1-3 out of 10



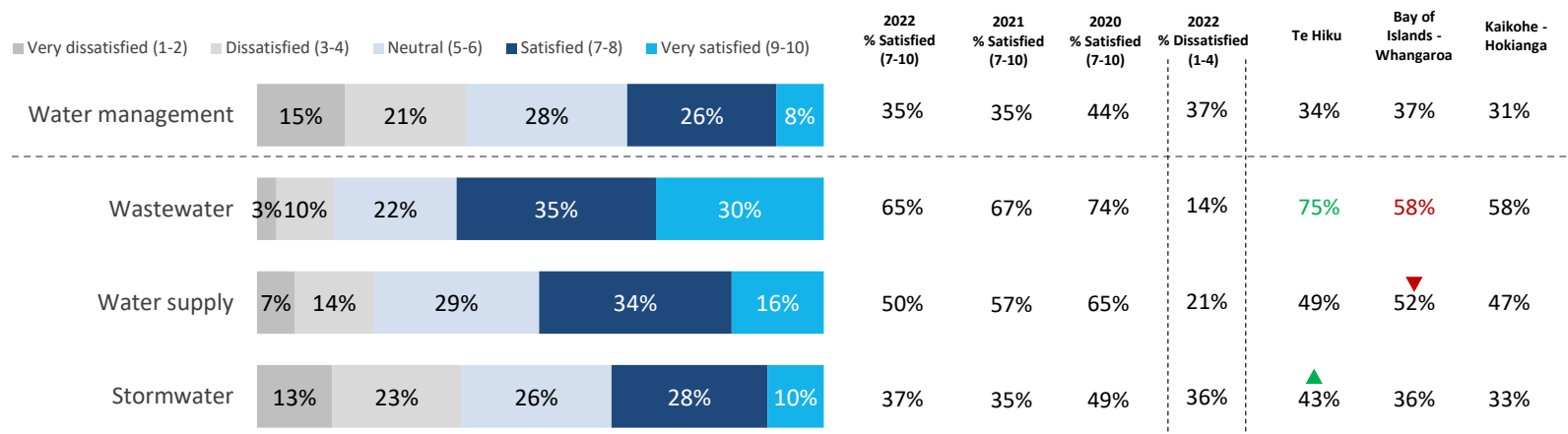


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Services and facilities: Water management



- Satisfaction with *Overall water management* remains low at 35%.
- Satisfaction with all aspects related to *Water management* remains consistent with the previous reporting period.

NOTES:

1. Total sample: 2020 n=501; 2021 n=501; 2022 n=618; Te Hiku n=177, Bay of Islands-Whangaroa n=331, Kaikohe-Hokianga n=110; Excludes 'don't know'
2. TW2B. Overall, how satisfied or dissatisfied are you with the water you receive from the Far North District Council? This is about the service not the cost. Those connected to the Council water supply 2018 n=417, 2019 n=372;
3. TW4. On the scale of 1- 10, how satisfied or dissatisfied are you with the Far North District Council sewerage system? Please note, this is about the service not the cost.
4. TW5. How satisfied are you with the Far North District Council-owned urban (town) stormwater management system?
5. TW6. And overall, when you think about the supply of water, the management and disposal of stormwater and disposal of wastewater, how would you rate your satisfaction with Council overall for its management of three waters in the district

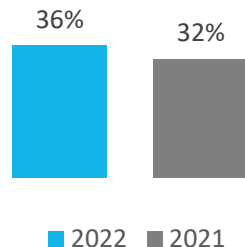
Year-on-year
 ▲ Significantly higher
 ▼ Significantly lower

Between demographics
 ▲ Significantly higher
 ▼ Significantly lower

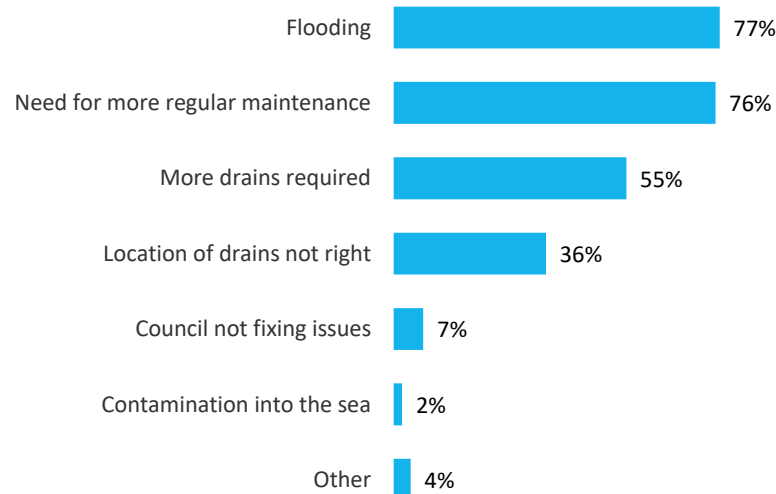
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Reasons for dissatisfaction: Council-owned urban (town) stormwater management system

% Who rated the urban stormwater system 1-4 out of 10





Reasons for low rating*



- Dissatisfaction with the *Stormwater management system* was mainly due to the incidence of *Flooding* (77%) and the *Need for more regular maintenance* (76%).
- 55% felt that *More drains were required*, while 36% indicated that the *Location of drains were not right*.

NOTES:

1. Sample: 2021 n=501, 2022 n=618; Very dissatisfied (1-3) n=120
2. TW5A. Why weren't you satisfied with <Xxx>?
3. * Asked of % who rated the Council owned urban (town) stormwater management system 1-3 out of 10

Year-on-year
 Significantly higher
 Significantly lower

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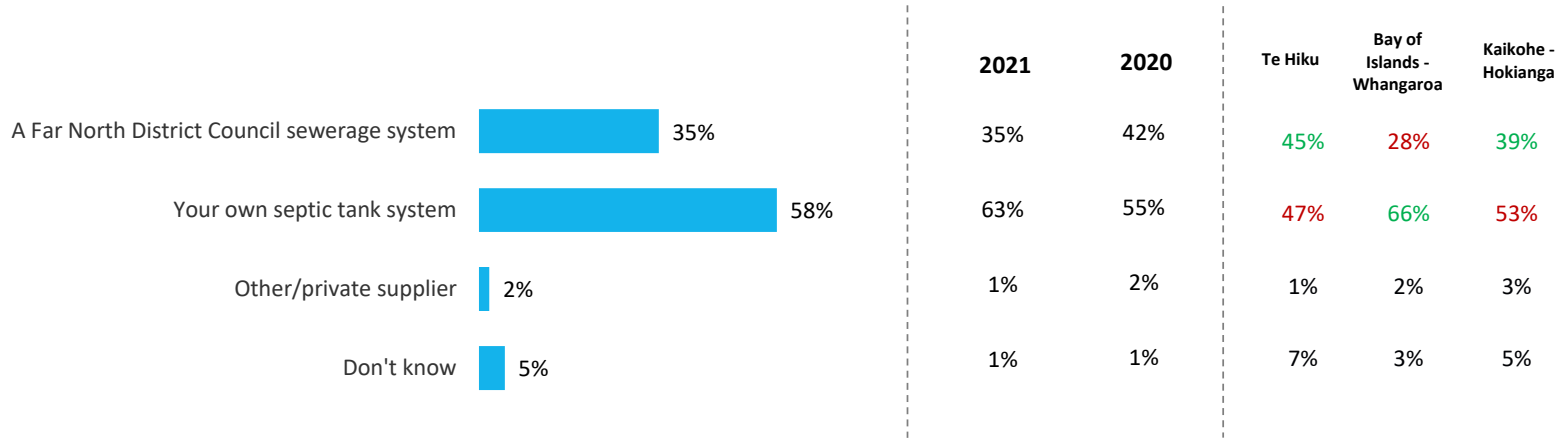


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Wastewater property connected to



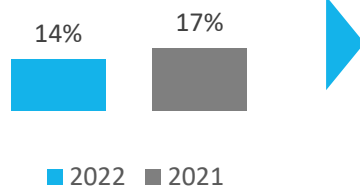
- Slightly more than a third of residents (35%) were connected to a *Far North District Council sewerage system* with a further 58% using their *Own septic tank system*.
- Residents from *Te Hiku Ward* were more likely to be connected to the *Council sewerage system* (45%), while residents from *Bay of Islands-Whangaroa Ward* were more likely to have their *Own septic tank system* (6%).

NOTES:
1. Total sample: 2020 n=501; 2021 n=501; 2022 n=618; Te Hiku n=177, Bay of Islands-Whangaroa n=331, Kaikohe-Hokianga n=110; Excludes 'don't know'
2. TW3. Which of the following best describes the wastewater system that your property is connected to?

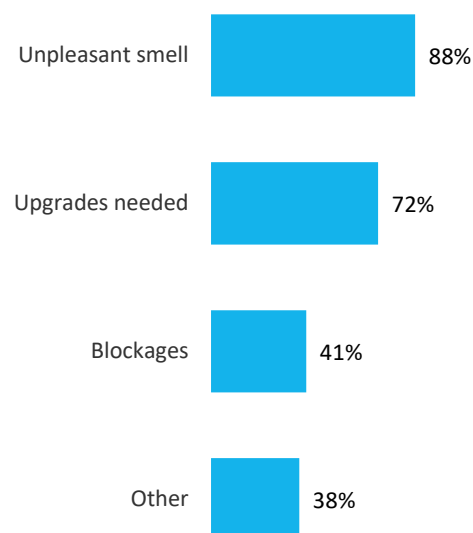
Year-on-year Between demographics
▲ Significantly higher ▲ Significantly higher
▼ Significantly lower ▼ Significantly lower

Reasons for dissatisfaction: Council sewerage system

% Who rated the
Council sewerage
system 1-4 out of 10



Reasons for low rating*



- The proportion of residents dissatisfied with the *Council sewerage system* remained unchanged, with *Unpleasant smell* the main reason for dissatisfaction (88%). 72% felt *Upgrades were needed* with over four in ten (41%) experiencing *Blockages*.

NOTES:

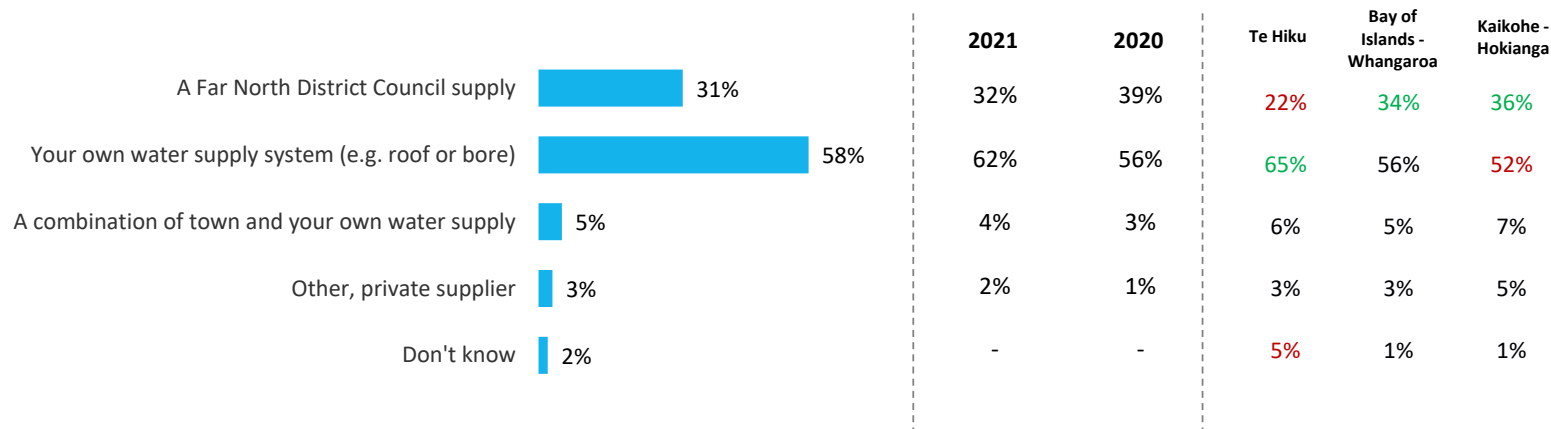
- Sample: Those connected to the Council sewerage system, 2021 n=192, 2022 n=217; Very dissatisfied (1-3) n=22*
- TW4A, Why weren't you satisfied with <Xxx>?
- *Caution small base size <n=30
- * Asked of % who rated the Council sewerage system 1-3 out of 10



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Water supply connection



- Slightly less than a third of residents (31%) were connected to a *Far North District Council water supply*, with a significantly greater proportion of residents (58%) connected to their *Own water supply system (e.g., roof or bore)*.
- Residents from *Te Hiku Ward* were more likely to have their *Own water supply system (e.g., roof or bore)*.

NOTES:

- Total sample: 2020 n=501; 2021 n=501; 2022 n=618; Te Hiku n=177, Bay of Islands-Whangaroa n=331, Kaikohe-Hokianga n=110; Excludes 'don't know'
- TW1. Which of the following best describes your water supply connection?

▲ Significantly higher
 ▼ Significantly lower

▲ Significantly higher
 ▼ Significantly lower

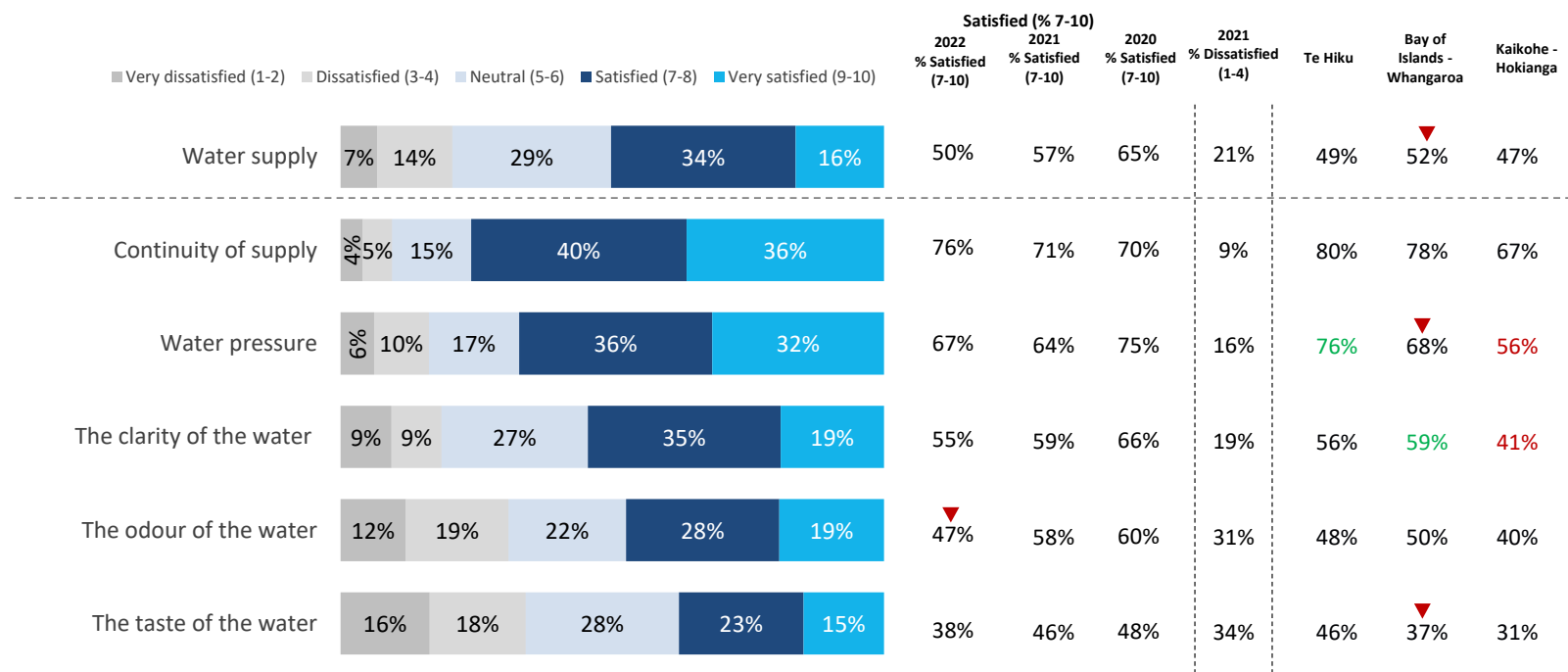
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Services and facilities: Water supply



- Satisfaction with *Water supply* declined to 50%, with a significant decline in satisfaction with *The odour of the water* (47%).
- 76% were satisfied with the *Continuity of supply*, 67% with the *Water pressure* and 55% with the *Clarity of water*.

NOTES:

1. Total sample: 2020 n=501; 2021 n=501; 2022 n=618; Te Hiku n=177, Bay of Islands-Whangaroa n=331, Kaikohe-Hokianga n=110; Excludes 'don't know'
2. TW2. On the scale of 1- 10, how would you rate your satisfaction with...
3. TW2B. Overall, how satisfied or dissatisfied are you with the water you receive from the Far North District Council? This is about the service not the cost.

Year-on-year
 ▲ Significantly higher
 ▼ Significantly lower

Between demographics
 ▲ Significantly higher
 ▼ Significantly lower

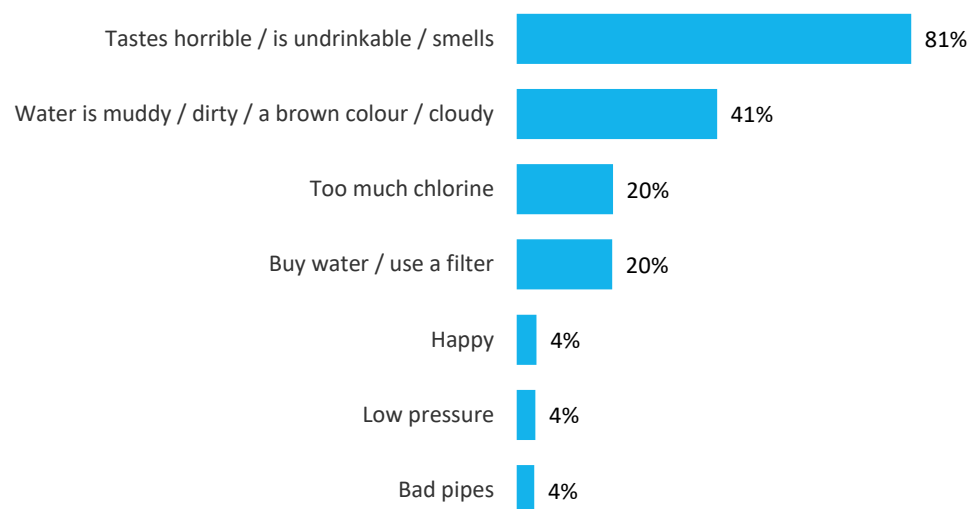
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Reasons for dissatisfaction: Water Supply



- Dissatisfaction with the *Water supply* was mainly due to a *Horrible taste and the water being undrinkable and smelling* (81%).
- 41% felt *Water is muddy, dirty and a brown colour* with further 20% indicating there was *Too much chlorine* in the water.

NOTES:

1. Sample: Those connected to the Council water supply 2022 n=189
2. TW2A. Why weren't you satisfied with <XXX>?



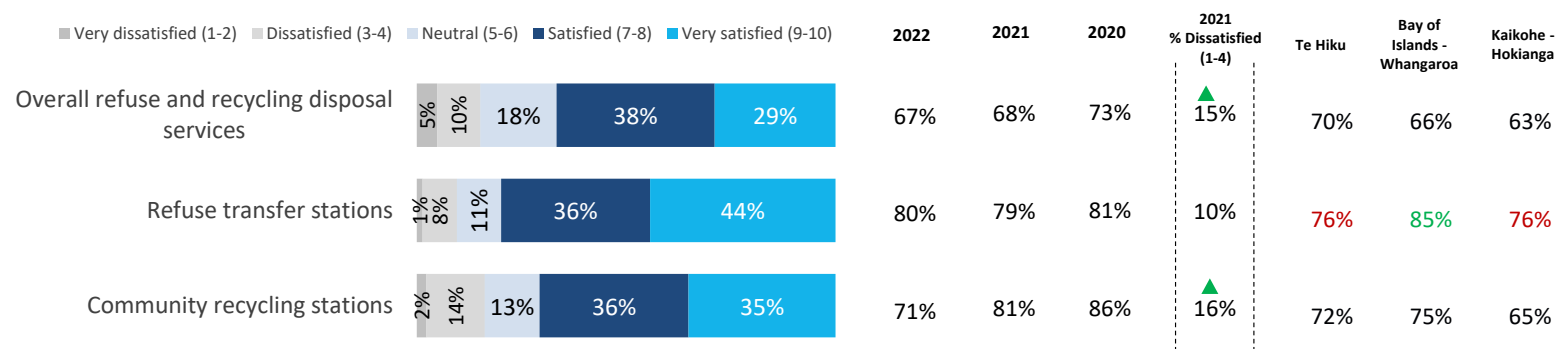
Services and Facilities: Waste management



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Services and facilities: Refuse and recycling



- Satisfaction with *Overall refuse and recycling disposal services* remains at the similar level when compared with 2021.
- 71% of residents were satisfied with *Community recycling stations* and 80% were satisfied with *Refuse transfer stations*. Bay of Islands-Whangaroa Ward residents were more likely to be satisfied with *Refuse transfer stations*.

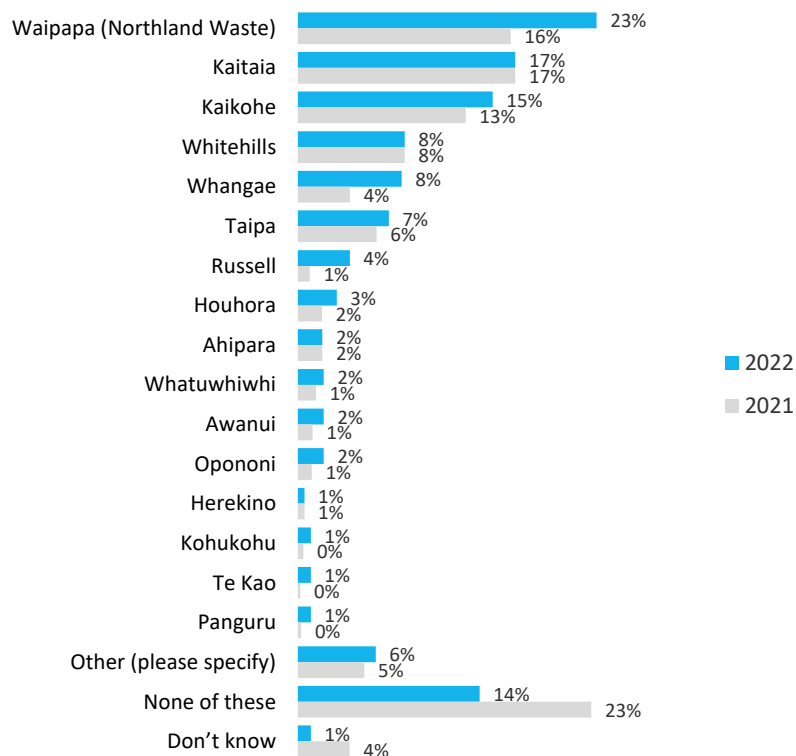
NOTES:

- Total sample: 2020 n=501; 2021 n=501; 2022 n=618; Te Hiku n=177, Bay of Islands-Whangaroa n=331, Kaikohe-Hokianga n=110; Excludes 'don't know'
- WR2A. Still using the 1-10 scale, how satisfied or dissatisfied are you with the rubbish and recycling services at the Council's refuse transfer stations?
- WR4. Still using the 1-10 scale, how satisfied or dissatisfied are you with the Council's community recycling stations?
- WR5. How would you rate your satisfaction with the Council overall for its refuse and recycling disposal services?

Year-on-year Between demographics
 Significantly higher Significantly higher
 Significantly lower Significantly lower

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Refuse transfer station used in past 3 months



- 23% of residents visited *Waipapa (Northland Waste)* in the last 12 months, with 17% of residents visiting *Kaitaia* refuse station.
- 15% of residents visited *Kaikohe* refuse station, 8% visited *Whitehills* and 8% visited *Whangae*. 14% did not visit any of the refuse stations, a considerably larger proportion than last year.

NOTES:

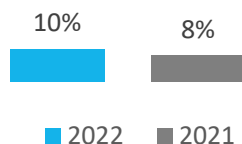
- Sample: 2022 n=618
- WR1. Which Far North District Council refuse transfer station have you used in the last 3 months? A refuse transfer station is a place where you can dispose of rubbish, and a wide range of recyclables.

Year-on-year
 ▲ Significantly higher
 ▼ Significantly lower

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Reasons for dissatisfaction: Refuse transfer stations

% Who rated refuse transfer stations 1-4 out of 10



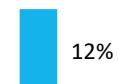
Limited range of recyclables accepted at the station



Cost/expensive



Opening hours do not suit





Too far away/no local station



- 10% of residents were dissatisfied with *Refuse transfer stations* with the main reasons for dissatisfaction related to *Limitations on what can/cannot be recycled* (65%) and *Cost* (38%).

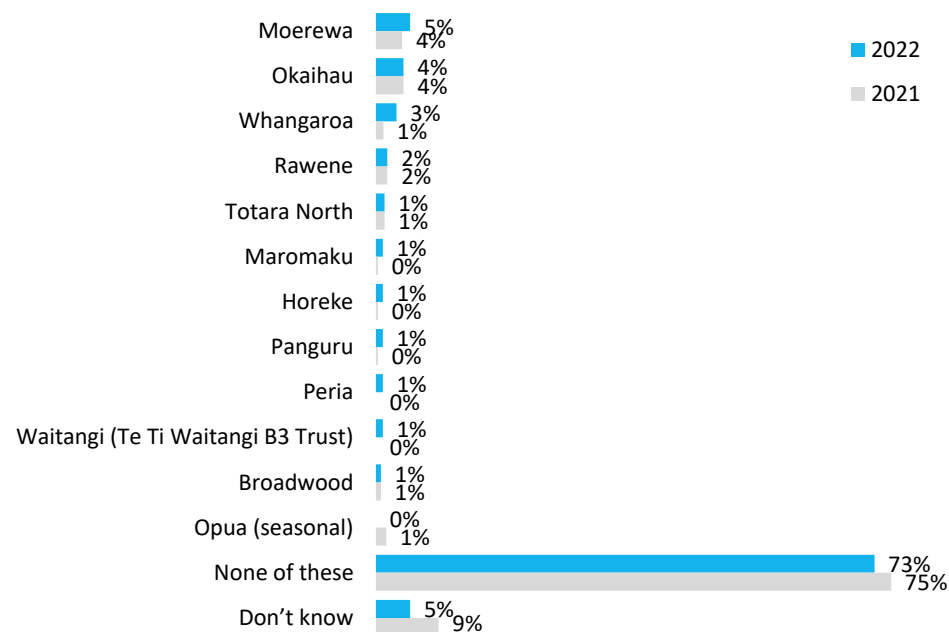
NOTES:

- Sample: 2022 n=618
- WR2B. Why weren't you satisfied with <Xxx>?
- ** Asked of % who rated the refuse transfer stations 1-3 out of 10

Year-on-year
 Significantly higher
 Significantly lower

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Community recycling centres used in past 3 months



- 5% and 4% of residents respectfully visited the *Moerewa* and *Okaihau* recycling stations with 3% visiting the *Whangaroa* recycling station.
- 73% of residents have not visited any of the recycling stations in the last 12 months.

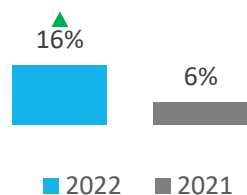
Year-on-year
 ▲ Significantly higher
 ▼ Significantly lower

NOTES:

1. Sample: 2022 n=618
2. WR3. Which Far North District Council community recycling centres have you used in the last 3 months? These are places where you can take recyclables, but not dispose of rubbish.

Reasons for dissatisfaction: Community recycling centres

% Who rated community recycling stations 1-4 out of 10



Limited range of recyclables accepted at the station

61%

Too far away/no local station

43%

Opening hours do not suit

39%

Difficult to find/don't know where they are

11%

- 16% of residents were dissatisfied with the *Community recycling centres* for various reasons with the main reasons for dissatisfaction related to *Limitations on what can/cannot be recycled* (61%) and *Location* (43%).

NOTES:

1. Total sample: 2020 n=501; 2021 n=501; 2022 n=618; Dissatisfied (1-3) n=13
2. WR2B. Why weren't you satisfied with Council's refuse transfer station? Please select all that apply.
3. WR4A. Why weren't you satisfied with Council's community recycling centres? Please select all that apply.

Year-on-year
 ▲ Significantly higher
 ▼ Significantly lower
 Between demographics
 ▲ Significantly higher
 ▼ Significantly lower

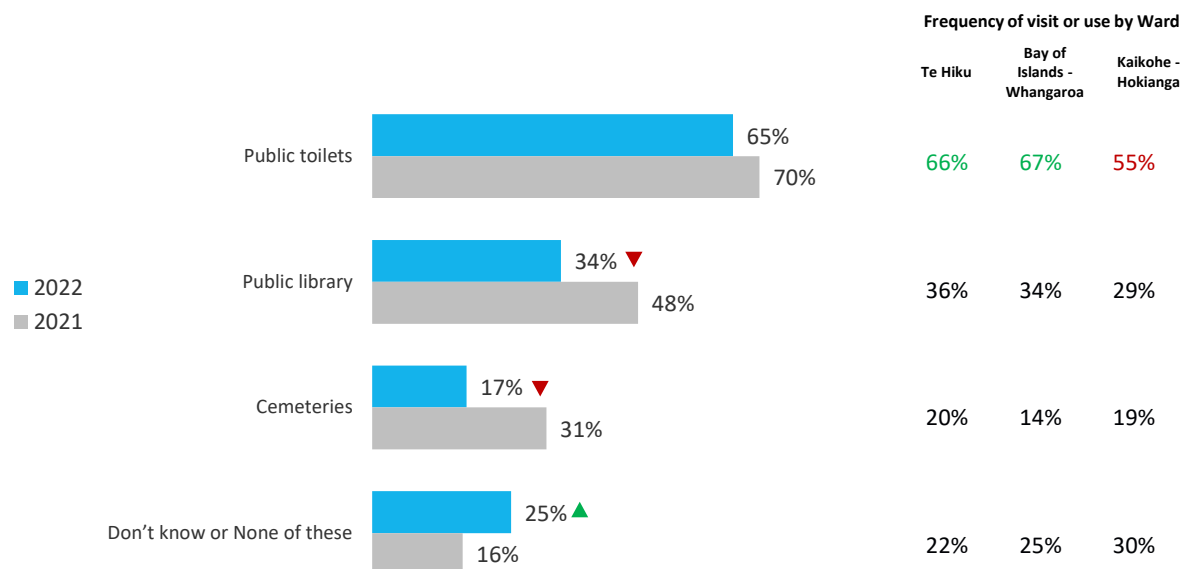




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Facilities visited or used in past three months



- 65% of residents have visited *Public toilets* in the last year, with over one third of residents (34%) visiting the *Public library*.
- Nearly one in five (17%) visited the *Cemeteries* in the last year.
- Residents living in the *Te Hiku Ward* and *Bay of Islands-Whangaroa Ward* were more likely to visit or use Public toilets when compared with those from Kaikohe–Hokianga.

NOTES:

1. Total sample: 2020 n=501; 2021 n=501; 2022 n=618; Te Hiku n=177, Bay of Islands-Whangaroa n=331, Kaikohe-Hokianga n=110; Excludes 'don't know'
2. CF1. Which of the following facilities have you visited in the last three months?

Year-on-year Between demographics
 ▲ Significantly higher ▲ Significantly higher
 ▼ Significantly lower ▼ Significantly lower

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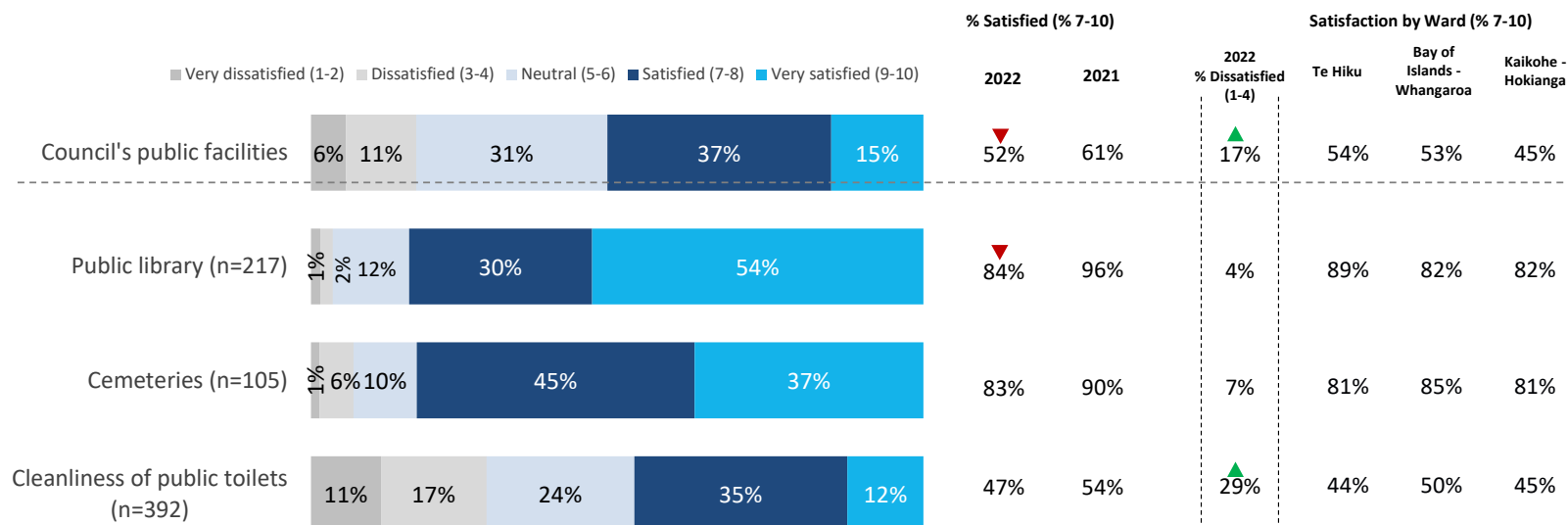


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Services and facilities: Council's public facilities



- 52% of residents were satisfied with the *Public facilities overall* which is a significant decline over the past 12 months.
- 84% of residents satisfied with the *Public library* and 83% satisfied with the *Cemeteries*.
- Less than half of residents (47%) were satisfied with the *Cleanliness of public toilets*.

NOTES:

1. Total sample: 2021 n=501; 2022 n=618; Te Hiku n=177, Bay of Islands-Whangaroa n=331, Kaikohe-Hokianga n=110; Excludes 'don't know'
2. CF2. On the scale of 1- 10, how would you rate your level of satisfaction with...
3. CF4. When you consider all the public facilities that are provided by Council including how well they are maintained, the opening hours and where applicable, the cost to use these, how would you rate your overall satisfaction with the public facilities that are provided?

Year-on-year
 ▲ Significantly higher
 ▼ Significantly lower

Between demographics
 ▲ Significantly higher
 ▼ Significantly lower

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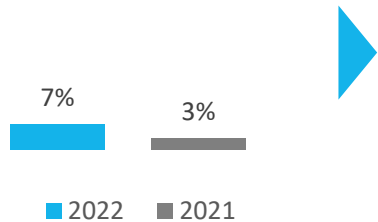


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Reasons for dissatisfaction: Cemeteries

% Who rated cemeteries
1-4 out of 10



Reasons for low rating**

	Cemeteries (n=1)
More frequent cleaning	✓
Better level of cleaning	✓
Maintenance/upgrade	✓ ✓
Opening hours need to be longer	✓ ✓
The availability of services	✓
Other	

- In 2022 dissatisfaction with *Cemeteries* has slightly increased to 7% and only two residents were ‘very dissatisfied’ (1-3/10).

NOTES:
1. Sample: Those who visited cemeteries, 2022 n=107; Very dissatisfied (1-3) n=2*
2. CF2AA. Why weren't you satisfied with <Xxx>?
3. ** Asked of % who rated the cemeteries 1-3 out of 10



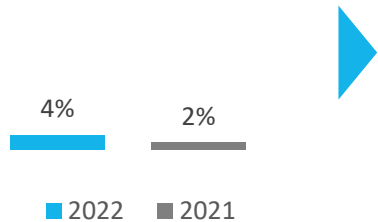
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Reasons for dissatisfaction: Libraries

% Who rated cemeteries
1-4 out of 10



Reasons for low rating**

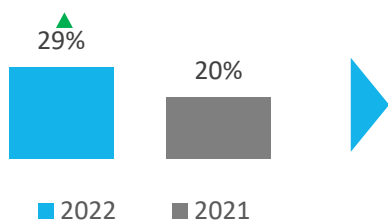
	Libraries (n=5)
More frequent cleaning	4/5
Better level of cleaning	3/5
Maintenance/upgrade	3/5
Opening hours need to be longer	1/5
The availability of services	1/5
Other	1/5

- In 2022 dissatisfaction with *Cemeteries* has slightly increased to 7% and only two residents were ‘very dissatisfied’ (1-3/10).

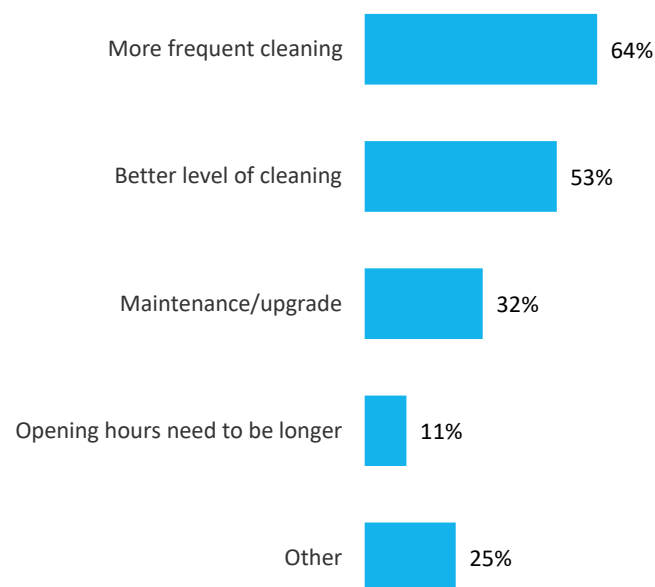
NOTES:
1. Sample: Those who visited libraries, 2022 n=217; Very dissatisfied (1-3) n=5*
2. CF2AA. Why weren't you satisfied with <Xxx>?
3. ** Asked of % who rated the cemeteries 1-3 out of 10

Reasons for dissatisfaction: Cleanliness of public toilets

% Who rated cleanliness of public toilets 1-4 out of 10





Reasons for low rating*



- 20% of residents were dissatisfied with the *Cleanliness of public toilets*, indicating the *More frequent cleaning* (64%) and a *Better level of cleaning* (53%) was required. Nearly a third of those dissatisfied (32%) felt *Maintenance or an upgrade of public toilet facilities* were required.

NOTES:

- Sample: Those who have used public toilets, 2022 n=395; Very dissatisfied (1-3) n=73
- CF2AG. Why weren't you satisfied with <Xxx>?
- *Asked of % who rated public toilets 1-3 out of 10

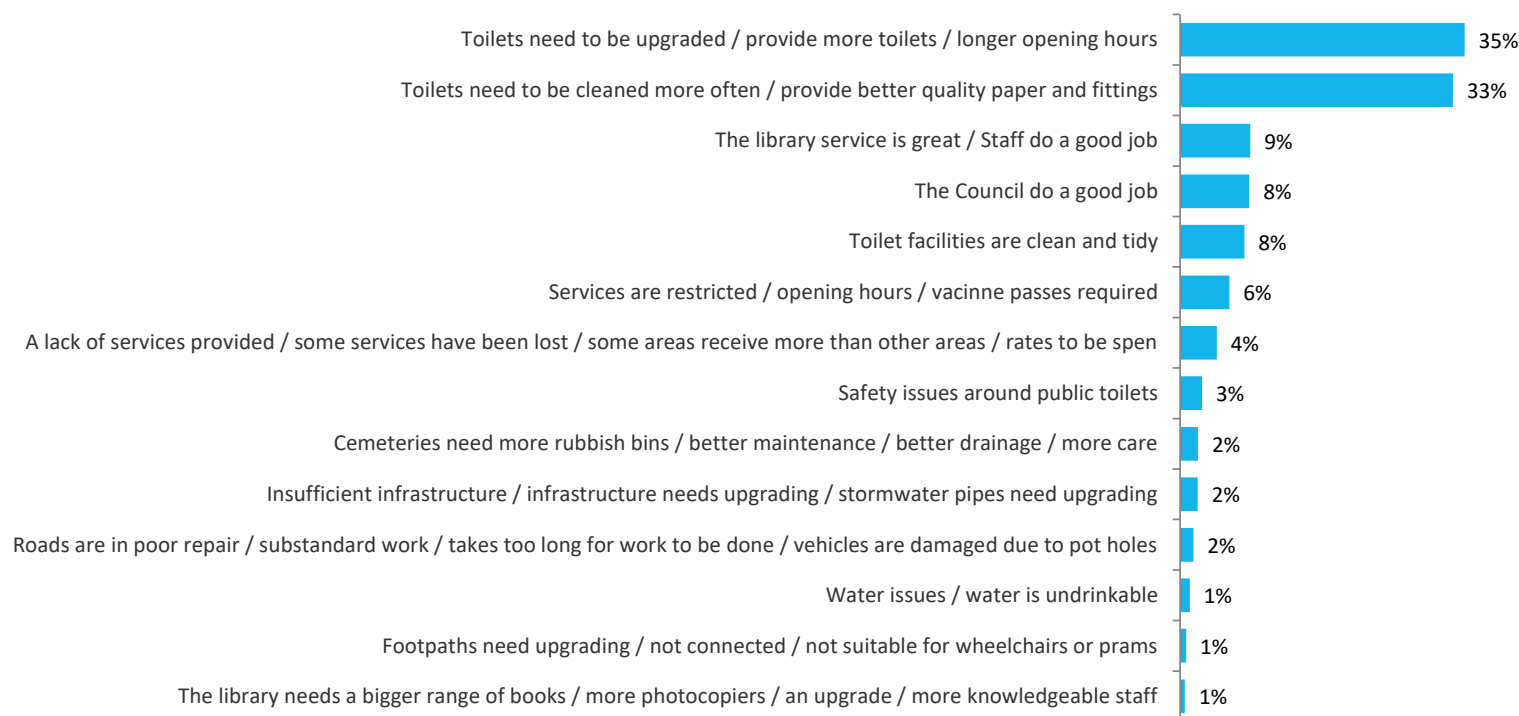
Year-on-year
 Significantly higher
 Significantly lower



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Comments about Council's public facilities



- The main comments about Council's *Public facilities* related to the *Public toilets*, specifically *Toilets need to be upgraded, more toilets be provided, longer opening hours* (35%) and *Toilets need to be cleaned more often with better quality paper and fittings provided* (33%).
- 9% of residents complimented the *Library service and staff*, while 8% commented on *Clean and tidy toilet facilities*.

NOTES:

1. Sample: 2022 n=618; Excludes 'don't know'
2. CF3. Do you have any comments about these services?

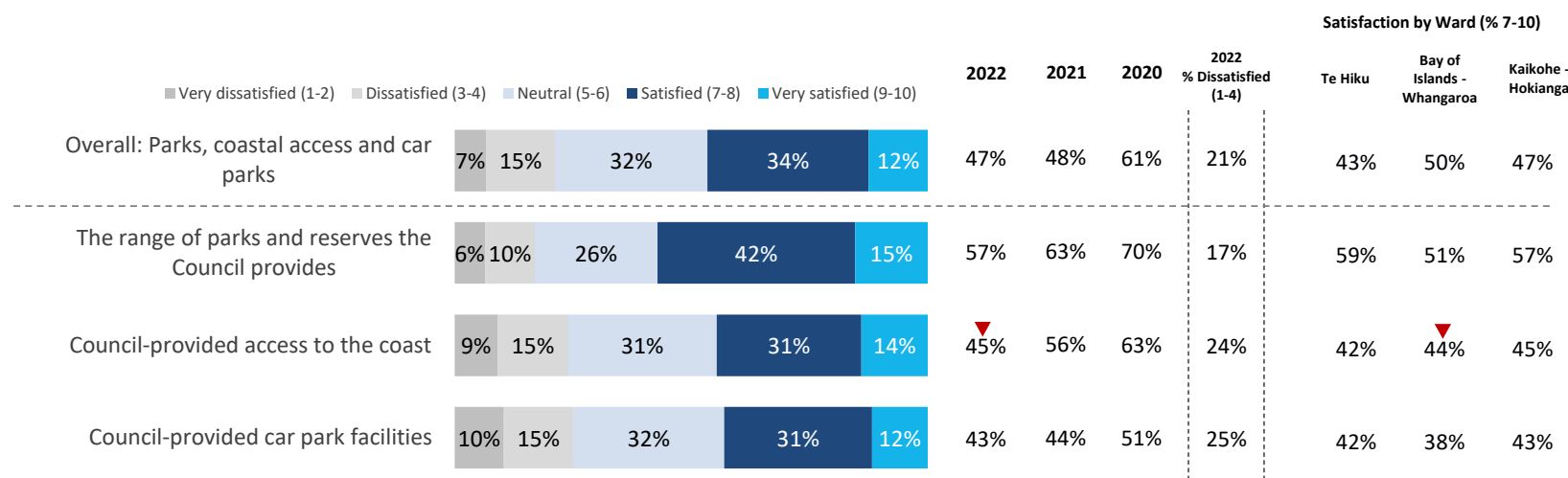




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Services and facilities: Parks, coastal access and car parks



- Overall satisfaction with Parks, coastal access and car parks remains consistent with the last year (47%).
- Satisfaction with Council-provided access to the coast (45%) has significantly decreased over the past 12 months, especially among those residing in Bay of Islands-Whangaroa ward.

**Coastal access means Council-maintained roads, reserves and walkways that allows access to beaches in the Far North

NOTES:

1. Total sample: 2020 n=501; 2021 n=501; 2022 n=618; Te Hiku n=177, Bay of Islands-Whangaroa n=331, Kaikohe-Hokianga n=110; Excludes 'don't know'
2. PR1. Still using the 1 to 10 scale, where 1 means 'very dissatisfied' and 10 means 'very satisfied', how would you rate your satisfaction with the following...
3. PR2. And overall, how satisfied are you with Council parks, coastal access and car parks?

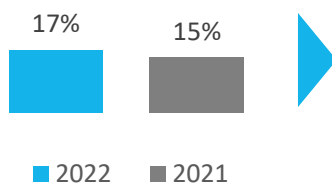
Year-on-year
▲ Significantly higher
▼ Significantly lower

Between demographics
▲ Significantly higher
▼ Significantly lower

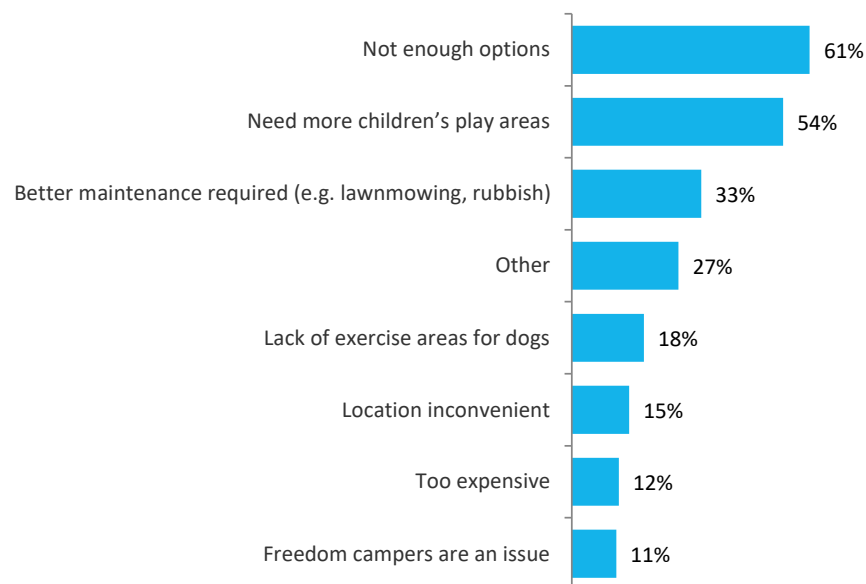
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Reasons for dissatisfaction: The range of parks and reserves the Council provides

% Who rated the range of parks and reserves 1-4 out of 10





Reasons for low rating*



- 17% of residents were dissatisfied with the *Range of parks and reserves the Council provides* with *Not enough options* (61%) and *Need more children's play areas* (54%) the main reasons for dissatisfaction.

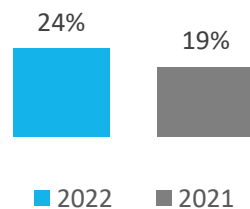
NOTES:

- Sample: 2021 n=501, 2022 n=618;
- PR1A. Why weren't you satisfied with <Xxx>? Very dissatisfied (1-3) n=50
- *Asked of % who rated the range of parks and reserves the Council provides 1-3 out of 10

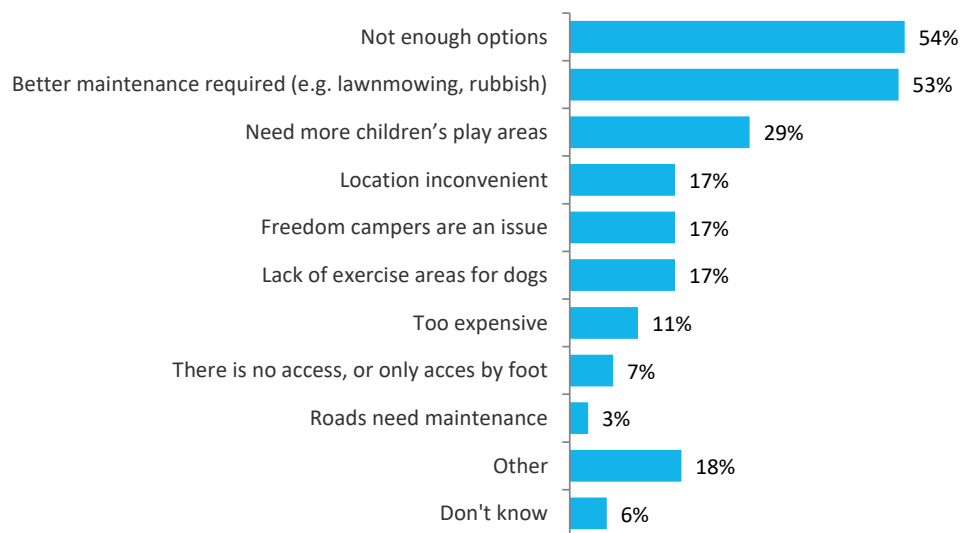
Year-on-year
 Significantly higher
 Significantly lower

Reasons for dissatisfaction: Council-provided access to the coast

% Who rated Council-provided access to the coast 1-4 out of 10



Reasons for low rating*



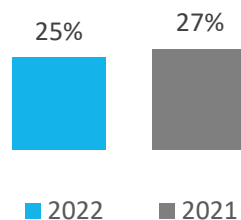
- Residents who were dissatisfied with *Council-provided access to the coast (by this we mean Council-maintained roads, reserves and walkways that allow access to beaches in the Far North)* felt there was *Not enough options* (54%), and *Better maintenance was required* (53%).

NOTES:

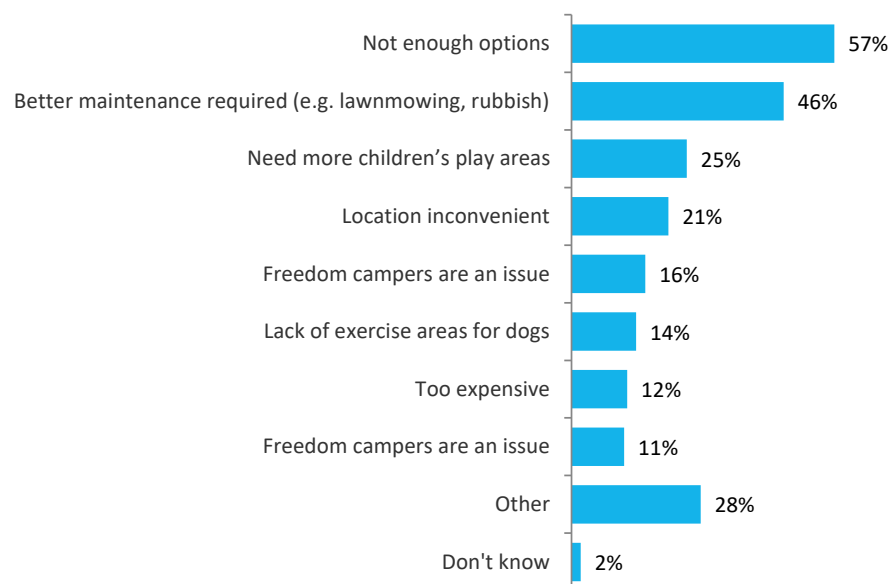
- Sample: 2021 n=501, 2022 n=618;
- PR1A. Why weren't you satisfied with <Xxx>? Very dissatisfied (1-3) n=79
- *Asked of % who rated Council-provided access to the coast 1-3 out of 10

Reasons for dissatisfaction: Council-provided car park facilities

% Who rated Council-provided car park facilities 1-4 out of 10





Reasons for low rating*



- 25% of residents were dissatisfied with the *Council-provided car park facilities*.
- The main reason for dissatisfaction was a *Lack of options available* (57%).

NOTES:

1. Sample: 2021 n=501, 2022 n=618;
2. PR1A. Why weren't you satisfied with <Xxx>? Very dissatisfied (1-3) n=94
3. *Asked of % who rated Council-provided car park facilities 1-3 out of 10

Year-on-year
 Significantly higher
 Significantly lower

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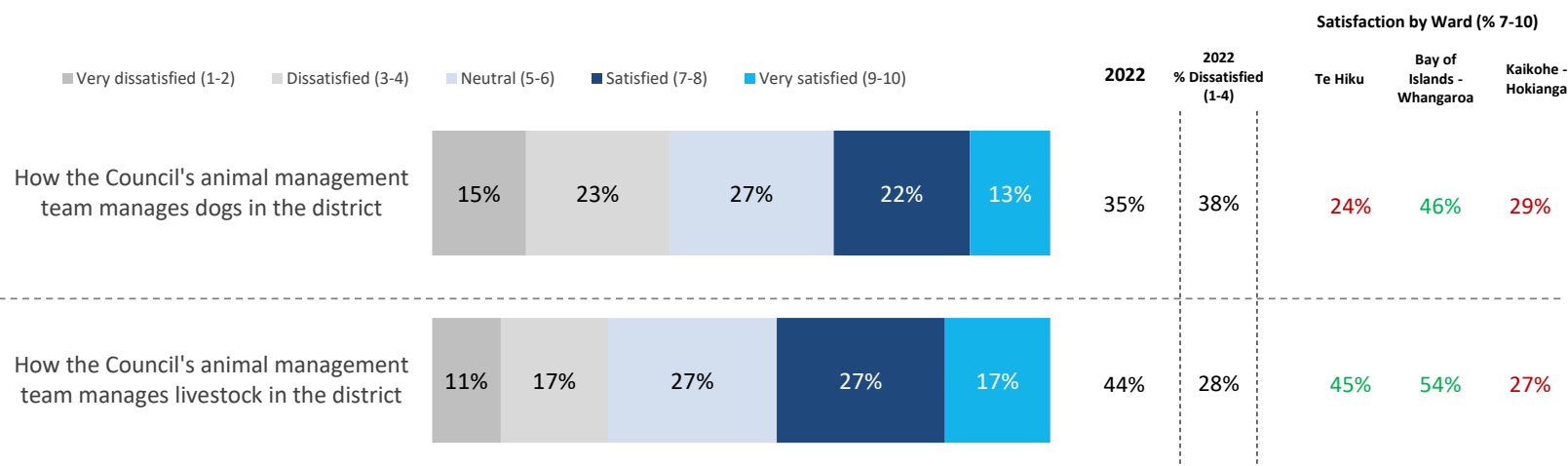




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Animal Management Services



- How animal management team manages dogs (35%) and livestock (44%) in the district has relatively low satisfaction.
- Satisfaction with animal management is higher in Bay of Islands-Whangaroa ward and lower in Kaikohe-Hokianga ward.

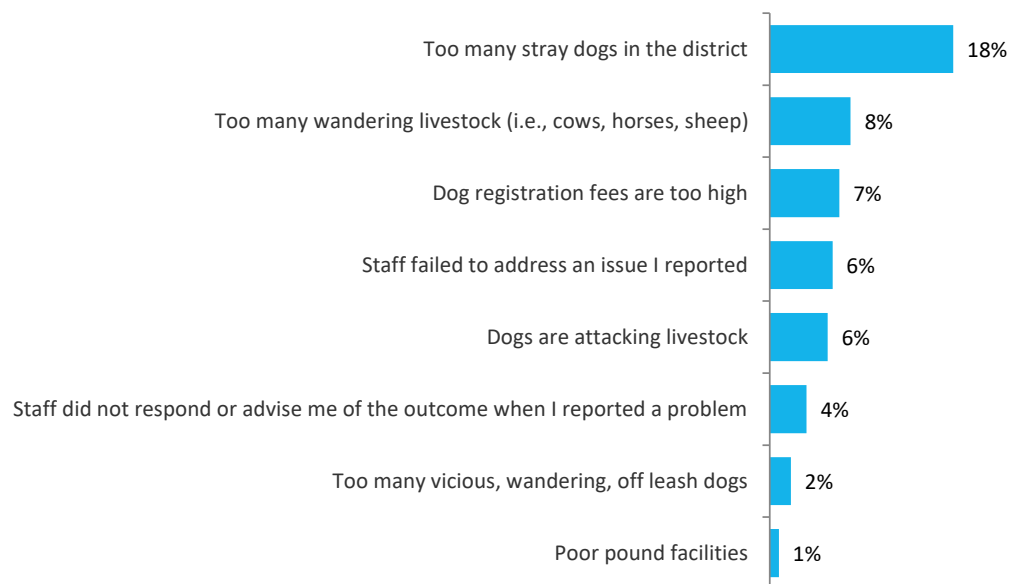
NOTES:

1. Total sample: 2022 n=618; Te Hiku n=177, Bay of Islands-Whangaroa n=331, Kaikohe-Hokianga n=110; Excludes 'don't know'
2. PR1. Still using the 1 to 10 scale, where 1 means 'very dissatisfied' and 10 means 'very satisfied', how would you rate your satisfaction with the following...
3. PR2. And overall, how satisfied are you with Council parks, coastal access and car parks?

Year-on-year Between demographics
 ▲ Significantly higher ▲ Significantly higher
 ▼ Significantly lower ▼ Significantly lower

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Animal Management Services – Reasons for dissatisfaction.



- *Too many stray dogs in the district* is the main reason for dissatisfaction with animal management services among the residents.

NOTES:

1. Total sample: 2022 n=618;
2. AM2. Why weren't you satisfied with the how the Council's Animal Management Team manages dogs or wandering livestock in the district?



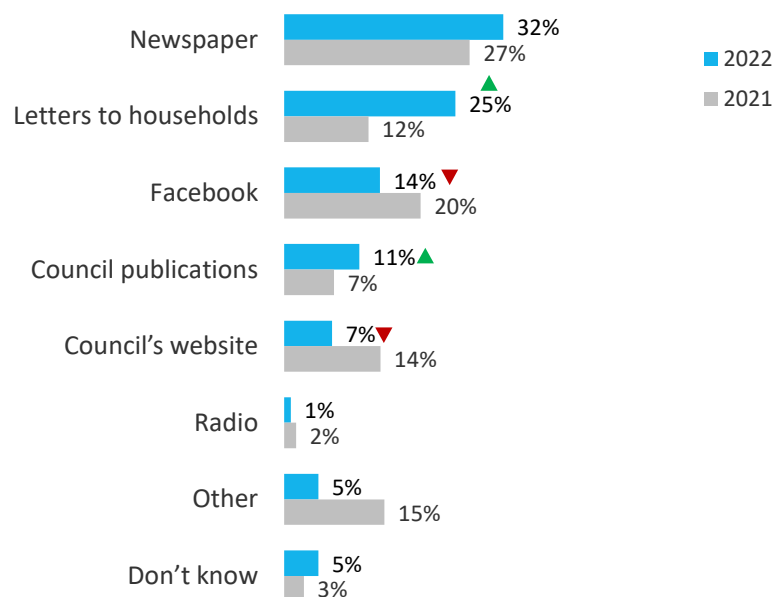
Governance, Communication and Strategic Administration



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Source most relied on for information about Council



- Slightly more residents started to rely on Council's publications and letters to household in 2022 when compared with 2021, while proportion of the residents who use Facebook and Council's website has decreased.
- Over three in ten residents (32%) rely mostly on *Newspapers* for information about Council, followed by 25% who get their information from the letters to households.

NOTES:

- Sample: 2021 n=501, 2022 n=618
- GC3. Which of the following do you most rely on for information about Council?

Year-on-year
 ▲ Significantly higher
 ▼ Significantly lower

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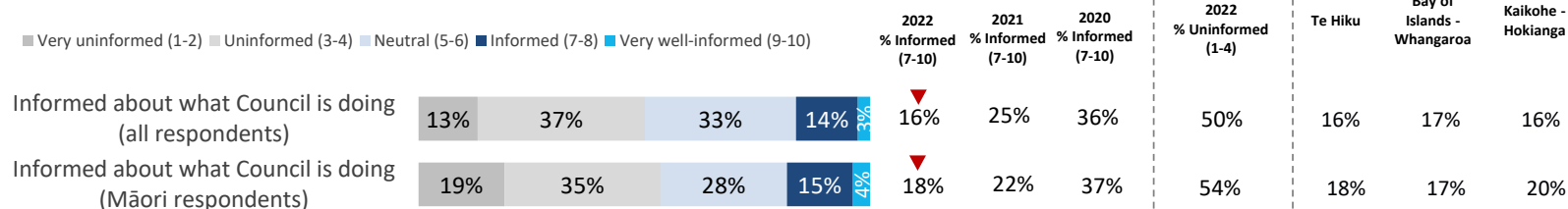
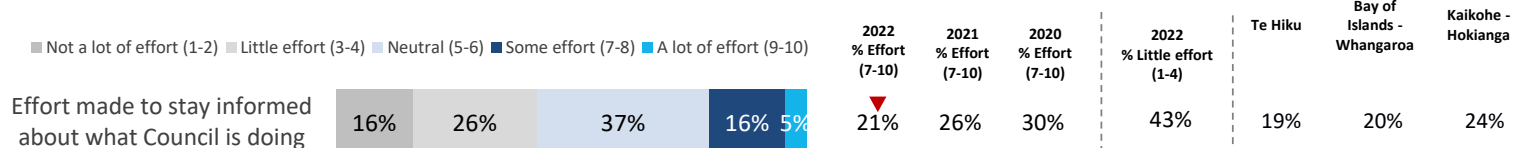


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Informed about what Council does



- The effort to *Stay informed about what Council is doing* has been improving over the past 24 months. One in five (21%) make 'some' to 'a lot of effort' to *Stay informed about what Council is doing*.
- 16% of residents overall and 18% of those who identify as Māori felt *Informed about what Council is doing*, a considerable decline year-on-year and a continuous declining trend over the past 24 months.

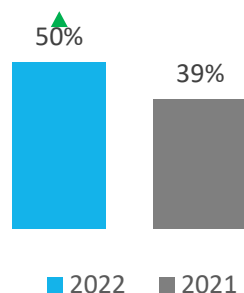
NOTES:

- Total sample: 2020 n=501; 2021 n=501; 2022 n=618; Te Hiku n=177, Bay of Islands-Whangaroa n=331, Kaikohe-Hokianga n=110; Excludes 'don't know'
- GC2. Using a scale of 1-10, where 1 is not much effort and 10 is a lot of effort, how much effort do you make to stay informed about what Council is doing?
- GC4. Using a scale of 1-10 where 1 is Very uninformed and 10 is Very well-informed, in general how well-informed do you feel about what Council is doing?

Year-on-year
 ▲ Significantly higher
 ▼ Significantly lower

Suggested improvements to keep residents informed

% Who rated being informed
about what Council is doing
1-4 out of 10





Suggested improvements*



- Proportion of residents who do not feel informed is continuing to increase with a total increase of 18% over the past 24 months (2020 results was 32%).
- Three in ten (29%) felt that *More communication or information in general* was required to *Improve the way Council keeps them informed*, while a similar proportion (28%) felt *Mailbox drops such as newsletters and pamphlets* would be effective. Further 24% thought utilizing *Social media such as Facebook and the Council website* would be effective ways to improve communication.

NOTES:

- Sample: 2021 n=501, 2022 n=618, Those who feel uninformed n=285
- GC4: In general, how well-informed do you feel about what Council is doing?
- GC4A: How could Council improve the way it keeps you informed?
- *Asked of % who rated being informed about what Council is doing 1-3 out of 10

Year-on-year
 Significantly higher
 Significantly lower



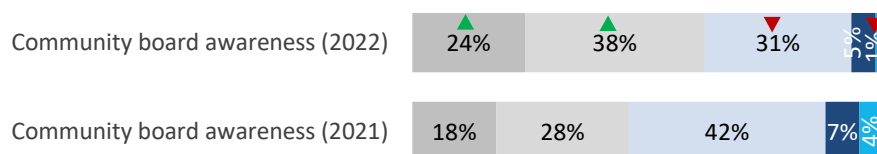
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Awareness of the community board that operates in your area

- Never heard of it
- Heard of it, don't know anything about it
- Heard of it, know a bit about what it does
- Have detailed knowledge of the work the community board does that interests or affects me
- Have detailed knowledge of everything the community board does



Heard of it
Never heard of it

76%
24%

82%
18%

Heard of it by Ward

Te Hiku	Bay of Islands - Whangaroa	Kaikohe - Hokianga
79%	77%	68%
83%	84%	77%

- Awareness of the *Community board* that operates in local areas has declined when compared to 2021, however, still remains relatively high with 74% knowing something about it.
- A proportion of residents who have *Have heard of it but do not know anything about it* (38%) has increased by 10 percentage points in the past 12 months.

▲ Year-on-year Significantly higher
▼ Year-on-year Significantly lower
▲ Between demographics Significantly higher
▼ Between demographics Significantly lower

NOTES:

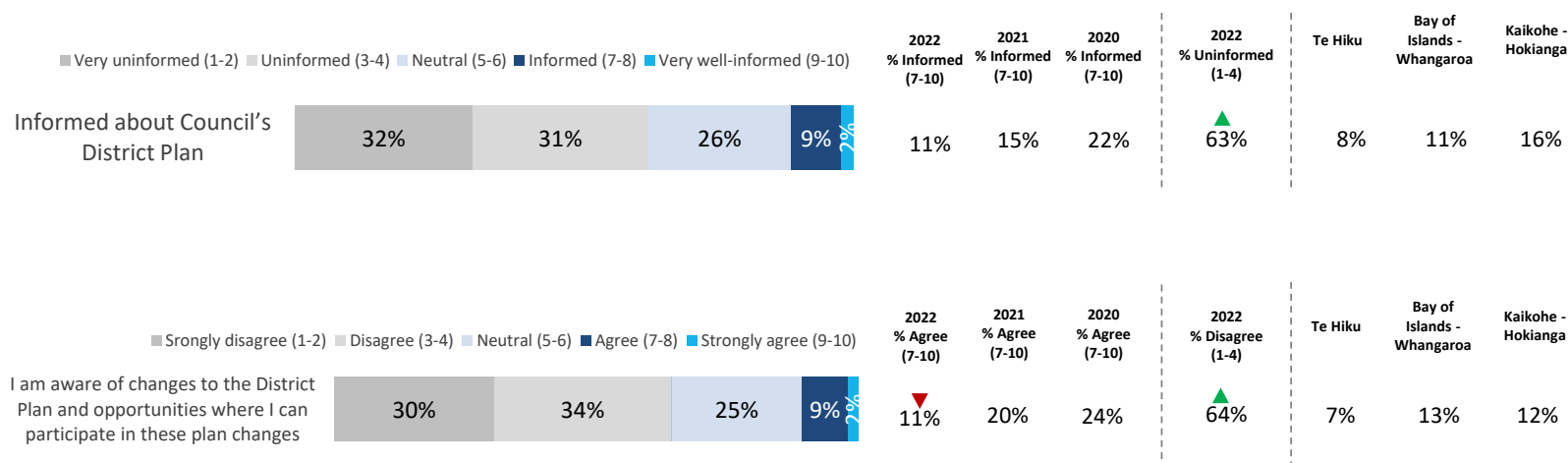
- Total sample: 2020 n=501; 2021 n=501; 2022 n=618; Te Hiku n=177, Bay of Islands-Whangaroa n=331, Kaikohe-Hokianga n=110; Excludes 'don't know'
- GC1. Which of the following best describes your awareness of the community board that operates in your area?



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Council's District Plan



- There is a significant year on year increase in the proportion of residents who consider themselves to be 'very uninformed' or 'uninformed' about Council's District Plan (63%).
- Just one in ten (11%) 'agree' or 'strongly agree' that they were *Aware of changes to the Council's District Plan*. 64% of residents disagreed or strongly disagreed that they were *Aware of changes to the Council's District Plan*.

NOTES:

- Total sample: 2020 n=501; 2021 n=501; 2022 n=618; Te Hiku n=177, Bay of Islands-Whangaroa n=331, Kaikohe-Hokianga n=110; Excludes 'don't know'
- [READ OUT]: The District Plan controls land use in the district. The Annual Plan sets out what Council plans to do in the coming year
- GC5C. Using a scale of 1-10 where 1 is Very uninformed and 10 is Very well informed, in general how well informed do you feel about Council's District Plan (land use)?
- GC6. Still thinking about the District Plan, on a scale of 1-10 where 1 is Strongly disagree and 10 is Strongly agree, how much do you agree or disagree with the following statement...?

▲ Year-on-year Significantly higher
 ▼ Year-on-year Significantly lower
 ▲ Between demographics Significantly higher
 ▼ Between demographics Significantly lower



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Brand statements and quality programmes




Brand statement		2021	Te Hiku	Bay of Islands - Whangaroa	Kaikohe - Hokianga	Quality programme		2021	Te Hiku	Bay of Islands - Whangaroa	Kaikohe - Hokianga
Love it here	<div><div></div></div> 19%	26%	16%	23%	16%	QualMark	<div><div></div></div> 4%	7%	3%	5%	2%
Our Northland - together we thrive	<div><div></div></div> 16%	17%	16%	17%	15%	CouncilMark	<div><div></div></div> 6%	9%	6%	7%	5%
Creating Great Places, Supporting our People	<div><div></div></div> 16%	14%	17%	14%	16%	FernMark	<div><div></div></div> 1%	2%	2%	1%	-
Two Oceans, Two Harbours	<div><div></div></div> 8%	9%	7%	7%	11%						
Don't know	<div><div></div></div> 41% <div>▲</div>	33%	44%	39%	43%	Don't know	<div><div></div></div> 89% <div>▲</div>	80%	89%	87%	94%

- The Far North District Council brand statement *Love it here* was associated with Council by 19% of residents which is a slight decline when compared with 2021.
- The majority of residents (89%) did not know to which *Quality programmes the Far North District Council had membership*. 6% of residents knew that Council had membership to *CouncilMark*, while 4% thought Council was a member of *QualMark*.
- Overall, awareness regarding the brand statement and quality programmes that Council is a member of is quite low and has decreased year-on-year.

NOTES:

- Total sample: 2020 n=501; 2021 n=501; 2022 n=618; Te Hiku n=177, Bay of Islands-Whangaroa n=331, Kaikohe-Hokianga n=110; Excludes 'don't know'
- GC5a. Which of the following brand statements do you associate with the Far North District Council?
- GC5b Which of the following quality programmes is the Far North District Council a member of (single mention)?

 Year-on-year
 Significantly higher
 Significantly lower

 Between demographics
 Significantly higher
 Significantly lower

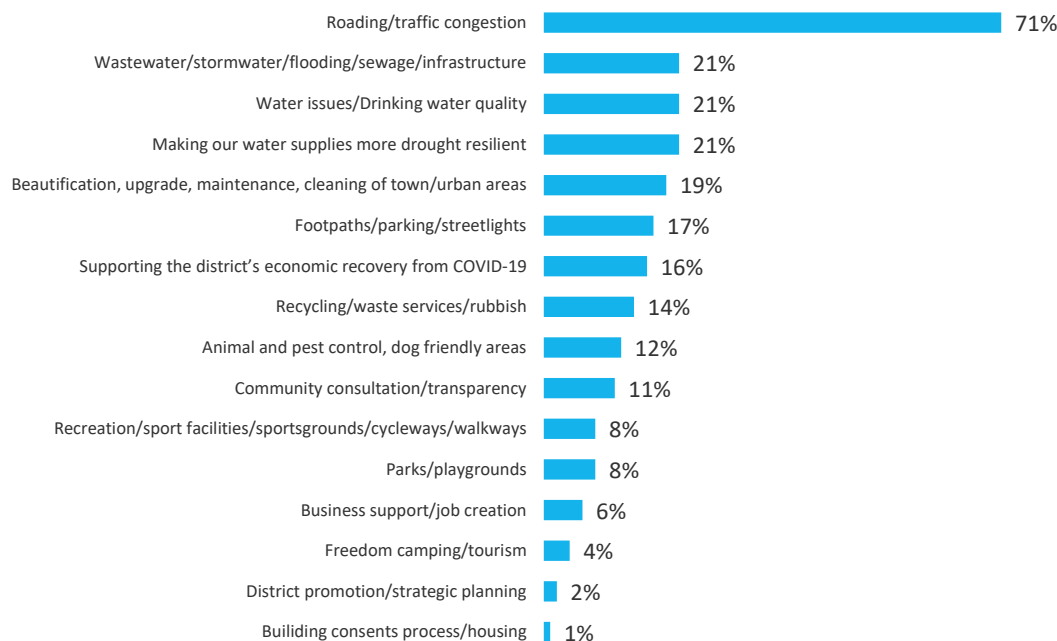
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Priority for next 12 months



- *Roding/traffic congestion* emerged as the top priority for 71% of residents for Council to focus on over the next 12 months, followed by *Wastewater/stormwater/flooding/sewage/infrastructure* at 21% in second position.
- *Water issues/drinking water quality* (21%) and *Making our water supplies more drought resilient* (21%) were tied for third place on the priority ranking with around one fifth of residents selecting this option.

NOTES:

1. Sample: 2022 n=618
2. OP2. Which three services or facilities do you think Council should give high priority to over the next 12 months?

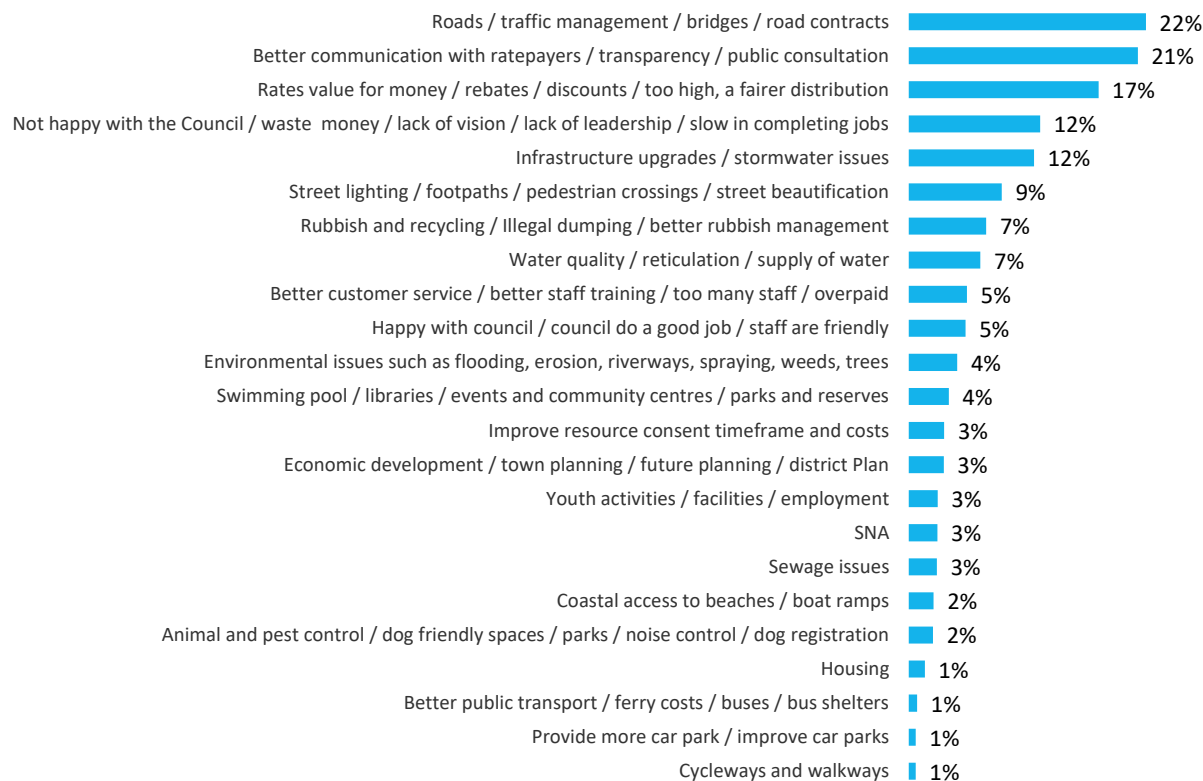
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General Comments



- *Roads/traffic management (22%), Better communication, transparency and public consultation (21%) and Rates providing value for money (17%) dominated general feedback to Council.*

NOTES:

1. Sample: 2022 n=618
2. OP3. Are there any other comments that you would like to make about Council? n=217

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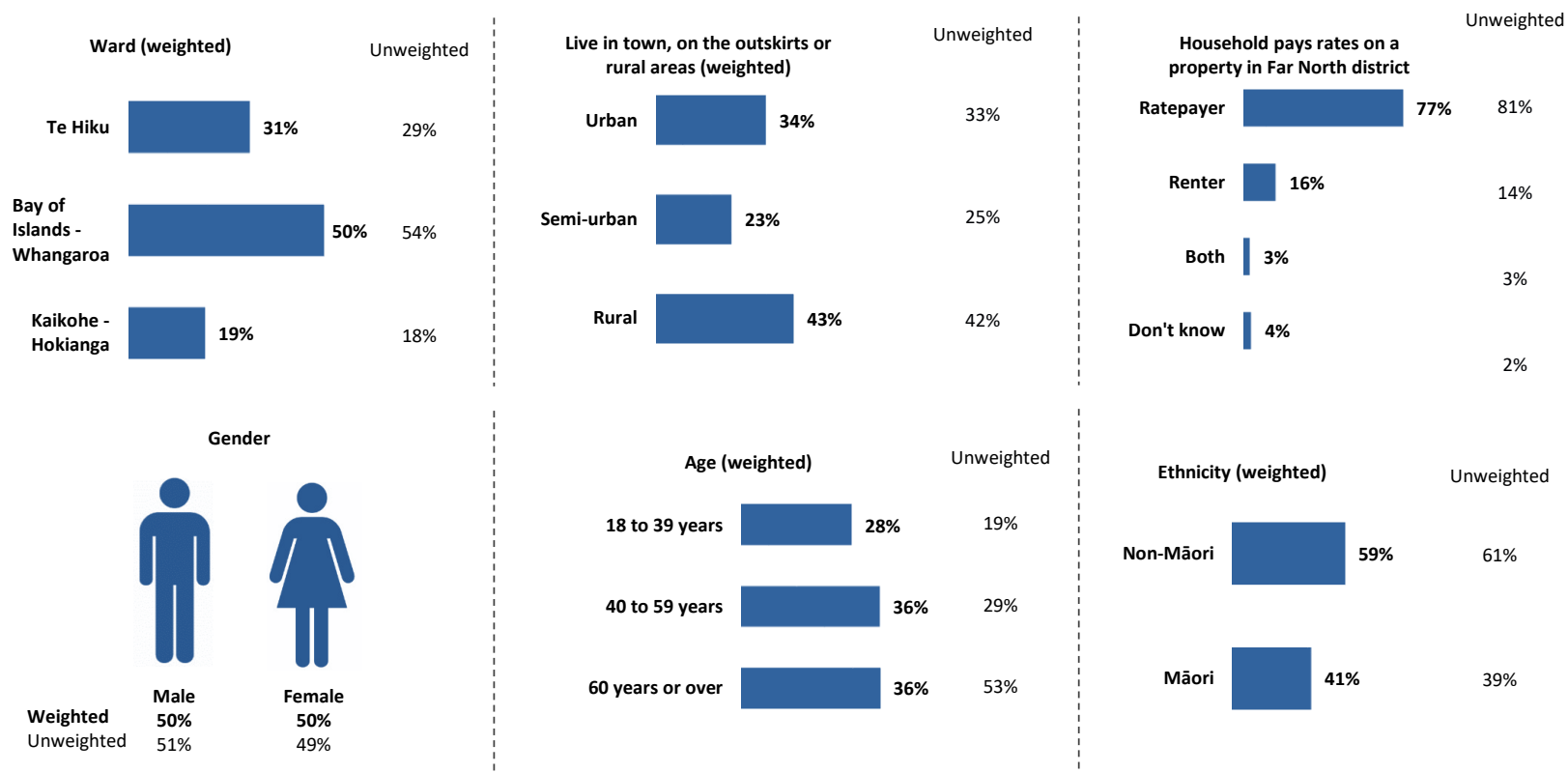




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Demographic Profile



Weighting

The sample structure target was set broadly in line with known population distributions and was weighted post survey so as to be exactly representative of the known population distributions according to the 2018 Census. This represents 'best practice' in research and means that inferences made about the population will then be reliable, within the confidence limits.

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6.2 STRATEGY AND POLICY ACTION SHEET UPDATE JULY 2022**File Number:** A3778934**Author:** Marlema Baker, Democracy Advisor**Authoriser:** Aisha Huriwai, Team Leader Democracy Services**TAKE PŪRONGO / PURPOSE OF THE REPORT**

To provide the Strategy and Policy Committee with an overview of outstanding decisions from 1 January 2020.

WHAKARĀPOPOTO MATUA / EXECUTIVE SUMMARY

- Action sheets provide the meeting with oversight of decisions not yet implemented or completed.
- This report and attachment are as at July 2022.
- There are 5 outstanding action sheet items.
- A verbal update on the Action Sheet items will be provided at the meeting at the request of the committee members.

TŪTOHUNGA / RECOMMENDATION

That the Strategy and Policy Committee receive the report Action Sheet Update for July 2022.

1) TĀHUHU KŌRERO / BACKGROUND

The Democracy Services Team have been working on a solution to ensure that elected members can receive regular updates on progress against decisions made at meetings, in alignment with a Chief Executive Officer key performance indicator.

Action sheets are a mechanism to communicate with elected members, progress by staff on implementing resolutions of a formal meeting.

2) MATAPAKI ME NGĀ KŌWHIRINGA / DISCUSSION AND OPTIONS

This report includes 5 outstanding items. A majority of the outstanding tasks are multi-facet projects that take longer to fully complete.

The Democracy Services staff are working with staff to ensure that the project completion times are updated so that action sheets provided to members differentiate between work outstanding and work in progress.

Staff are encouraged to provide commentary that keeps in mind

- Consistent wording indicating a traffic light, on track off track terminology.
- The date and promise culture that the organisation strives for.

Take Tūtohunga / Reason for the recommendation

To provide the Strategy and Policy Committee with an overview of outstanding committee decisions from 1 January 2020.

3) PĀNGA PŪTEA ME NGĀ WĀHANGA TAHUA / FINANCIAL IMPLICATIONS AND BUDGETARY PROVISION

There are no financial implications or need for budgetary provision in receiving this report.

ĀPITIHINGA / ATTACHMENTS

1. **Strategy and Policy Committee Action Sheet - July 2022 - A3783995**  

OUTSTANDING ACTIONS REPORT			
Division: Committee: Officer:		Strategy and Policy Committee	
		Printed: Monday, 18 July 2022 2:36:41 pm Date From: 1/01/2020 Date To: 18/07/2022	
Meeting	Title	Resolution	Notes
Strategy and Policy Committee 19/10/2021	Naming Policy Proposal AUTHOR Kirsten Griffiths	RESOLUTION 2021/38 Moved: Chair Rachel Smith Seconded: Cr Moko Tepania That the Strategy and Policy Committee recommend that Council agree to develop a new Naming Policy for roads, open spaces, and Council facilities. CARRIED	22 Jun 2022 3:54pm Griffiths, Kirsten Targeted engagement is underway
Strategy and Policy Committee 14/06/2022	Amended Pou Herenga Tai Twin Coast Cycle Trail Bylaw - Approval of Draft for Public Consultation AUTHOR Briar Macken	RESOLUTION 2022/40 Moved: Cr John Vujcich Seconded: Cr Moko Tepania That the Strategy and Policy Committee: a) approves the proposal for an amended Pou Herenga Tai – Twin Coast Cycle Trail Bylaw in Attachment 1 to be released for public consultation to meet the requirements of section 156 of the Local Government Act 2002 b) approves the period for making written submissions on the statement of proposal in Attachment 1 be from 20 June 2022 to 20 July 2022 c) approves the Strategy and Policy Committee will hear any people wanting to present their submissions orally on Tuesday 26 July 2022 and agrees to delegate, to the Chair, the power to change the date of the oral presentations of submissions d) directs Council staff to make all necessary logistical arrangements for people to be heard, on 26 July 2022, either in person in the Council chambers or online via Microsoft Teams. CARRIED	Part b), c) and d) are in progress
Strategy and Policy Committee 14/06/2022	Parks and Reserves Policy Development	RESOLUTION 2022/38 Moved: Cr Kelly Stratford Seconded: Cr Moko Tepania	07 Jul 2022 3:32pm Baker, Marlema At the meeting 30/06/22 Council resolved to amend part a) as follows;

OUTSTANDING ACTIONS REPORT			
Division: Committee: Strategy and Policy Committee Officer:		Printed: Monday, 18 July 2022 2:36:41 pm Date From: 1/01/2020 Date To: 18/07/2022	
Meeting	Title	Resolution	Notes
	AUTHOR Ross Baker	That the report 'Parks and Reserves Policy Development' from the '8 February 2022' meeting be uplifted from the table. The Strategy and Policy Committee recommends to Council: a) that research into a reduction in the use of herbicides on Council owned land be completed in line with the 2023-24 Annual Plan process and that either the Parks and Reserves Policy be amended in the future to capture the reduction in the use of herbicides or include such reference in the proposed Vegetation Policy. b) adopt the Parks and Reserves Policy. CARRIED	a) that research into a reduction in the use of herbicides on Council owned land be , completed and reflected in the 2023-24 Annual Plan process and that either the Parks and Reserves Policy be amended in the future to capture the reduction in the use of herbicides or include such reference in the proposed Vegetation Policy., Part a) is in progress
Strategy and Policy Committee 14/06/2022	Alfresco Dining Policy - Recommendation to revoke Policy AUTHOR Kirsten Griffiths	RESOLUTION 2022/37 Moved: Cr Kelly Stratford Seconded: Cr Moko Tepania That the Strategy and Policy Committee recommend that Council; a) revoke the Alfresco Dining Policy 2014. b) delegate to Community Boards authority to comment on Alfresco Dining Applications CARRIED	Part b) is in progress
Strategy and Policy Committee 14/06/2022	Proposal for Consultation - Draft Parks and Reserves Bylaw AUTHOR Zac Whitsitt	RESOLUTION 2022/39 Moved: Deputy Mayor Ann Court Seconded: Cr John Vujcich That the Strategy and Policy Committee recommend that Council: a) approve that the Parks and Reserves Bylaw be drafted under both the Reserves Act 1977 and the Local Government Act 2002 as it is the most appropriate way of addressing the problems of nuisance, health and safety and offensive behaviour on Council-controlled parks and reserves b) approve the Proposal for a new Parks and Reserves Bylaw in Attachment 1 to be released for public consultation to meet the requirements of the Local Government Act 2022 Section 156	Part c), d) and e) are in progress

OUTSTANDING ACTIONS REPORT			
Division: Committee: Officer:		Strategy and Policy Committee	
		Printed: Monday, 18 July 2022 2:36:41 pm	
		Date From: 1/01/2020	
		Date To: 18/07/2022	
Meeting	Title	Resolution	Notes
		<p>c) approve the period for making written submissions on the proposal be from 1 July to 29 July 2022</p> <p>d) approve the Strategy and Policy Committee to hear any oral submissions at the 26 July 2022 meeting, and agrees to delegate, to the Chair, the power to change the date of the oral presentations of submissions</p> <p>e) directs Council staff to make all necessary logistical arrangements for oral submissions to be heard on 26 July 2022, either in person in the Council chambers or online via Microsoft Teams.</p> <p>CARRIED</p>	

7 KARAKIA WHAKAMUTUNGA – CLOSING PRAYER

8 TE KAPINGA HUI / MEETING CLOSE