



**Far North
District Council**



Te Kaunihera o Te Hiku o te Ika

AGENDA


Te Miromiro - Assurance, Risk and Finance Committee Meeting

Wednesday, 28 February 2024

Time: 10.00
Location: Council Chamber
5 Memorial Avenue
Kaikohe 0405

Membership:

Mr Graeme McGlinn - Chairperson
Deputy Chairperson John Vujcich
Kahika - Mayor Moko Tepania
Kōwhai - Deputy Mayor Kelly Stratford
Cr Ann Court
Cr Penetaui Kleskovic
Cr Steve McNally

| | | |
|---|----------------------------|---|
|  Far North District Council <i>Te Kaunihera o Tai Tokerau ki te Raki</i> | Authorising Body | Mayor/Council |
| | Status | Standing Committee |
| COUNCIL COMMITTEE | Title | Te Miromiro – Assurance Risk and Finance Terms of Reference |
| | Approval Date | 15 December 2022 |
| | Responsible Officer | Chief Executive |

Purpose

The purpose of Te Miromiro - Assurance, Risk and Finance Committee is to assist and advise the Governing Body in discharging its responsibility and ownership of finance, risk and internal control.

Committee will review the effectiveness of the following aspects:

- The robustness of financial management practices;
- The integrity and appropriateness of internal and external reports and accountability arrangements;
- The robustness of the risk management framework;
- The robustness of internal controls and the internal audit framework;
- Compliance with applicable laws, regulations, standards and best practice guidelines;
- The establishment and maintenance of controls to safeguard the Council's financial and non-financial assets;
- Data governance framework

To perform his or her role effectively, each member must develop and maintain his or her skills and knowledge, including an understanding of the Committees responsibilities, and of the Council's business, operations and risks.

Membership

The Council will determine the membership of the Committee including at least one independent appointment with suitable financial and risk management knowledge and experience.

The Committee will comprise of all elected members, and one independent appointed member, appointed as Chair with full voting rights.

Mr Graeme McGlinn – Chairperson and Independent Member

John Vujcich – Deputy Chairperson

Kahika - Moko Tepania

Kōwhai - Kelly Stratford

Ann Court

Penetaui Kleskovic

Steve McNally

Quorum

The quorum at a meeting of the Committee is 4 members.

Frequency of Meetings

The Committee shall meet six weekly.

Power to Delegate

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

Responsibilities

The Committees responsibilities are described below:

Financial systems and performance of the Council

- Review the Council's financial and non-financial performance against the Long-Term Plan and Annual Plan
- Review Council quarterly financial statements and draft Annual Report

Far North Holdings Limited (FNHL)

- Recommend to Council the approval of the Letter of Expectation and Statement of Intent
- Receive Annual Report (s67 LGA)
- Receive quarterly financial statements (s66 LGA)
- Receive reports on FNHL strategies and plans

Risk Management

- Review appropriateness of Council's risk management framework and associated procedures for effective risk identification, evaluation and treatment
- Receive and review risk management dashboard reports
- Provide input, annually, into the setting of the risk management programme of work
- Receive updates on current litigation and legal liabilities

Internal Audit and Controls

- Review whether management has in place a current and comprehensive internal audit framework
- Receive and review the internal audit dashboard reports
- Provide input, annually, into the setting of the internal audit programme of work
- Review whether there are appropriate processes and systems in place to identify and investigate fraudulent behaviour

The Committee will manage Council's relationship with external auditor.

Rules and Procedures

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

Far North District Council
Te Miromiro - Assurance, Risk and Finance Committee Meeting
will be held in the Council Chamber, 5 Memorial Avenue, Kaikohe 0405 on:
Wednesday 28 February 2024 at 10.00

Te Paeroa Mahi / Order of Business

| | | |
|----------|---|-----------|
| 1 | Karakia Timatanga / Opening Prayer | 7 |
| 2 | Ngā Whakapāha Me Ngā Pānga Mema / Apologies and Declarations of Interest | 7 |
| 3 | Ngā Tono Kōrero / Deputation..... | 7 |
| 4 | Te Whakaaetanga o Ngā Meneti o Mua / Confirmation of Previous Minutes | 8 |
| 4.1 | Confirmation of Previous Minutes | 8 |
| 5 | Ngā Pūrongo Taipitopito / Information Reports | 13 |
| 5.1 | Top 10 Organisational Risk Update | 13 |
| 5.2 | People and Capability Report for Period 1 Oct - 31 Dec 2023..... | 35 |
| 5.3 | Revenue Recovery Report as at 31 December 2023 | 40 |
| 5.4 | Level of Service KPI Quarter 2 Performance Report for 2023-2024 | 45 |
| 5.5 | Health Safety and Wellbeing Report - Quarter 2 - 2023-2024 | 75 |
| 6 | Te Wāhanga Tūmataiti / Public Excluded | 84 |
| 6.1 | Confirmation of Previous Minutes Public Excluded | 84 |
| 6.2 | FNDC Current Legal Action Potential Liability Claims | 84 |
| 6.3 | 2022/23 Final Audit Report Recommendations Update..... | 84 |
| 7 | Karakia Whakamutunga / Closing Prayer | 85 |
| 8 | Te Kapinga Hui / Meeting Close | 85 |

1 KARAKIA TIMATANGA / OPENING PRAYER**2 NGĀ 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 Manager - Democracy Services (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 TE WHAKAAETANGA O NGĀ MENETI O MUA / CONFIRMATION OF PREVIOUS MINUTES

4.1 CONFIRMATION OF PREVIOUS MINUTES

File Number: A4570975

Author: Fleur Beresford, Democracy Advisor

Authoriser: Casey Gannon, Manager - Democracy Services

TAKE PŪRONGO / PURPOSE OF THE REPORT

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

TŪTOHUNGA / RECOMMENDATION

That Te Miromiro - Assurance, Risk and Finance Committee confirm the minutes of the Extraordinary meeting held 4 December 2023 are true and correct.

1) TĀHUHU KŌRERO / 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) MATAPAKI ME NGĀ KŌWHIRINGA / DISCUSSION AND OPTIONS

The minutes of the meetings 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.

TAKE TŪTOHUNGA / REASON FOR THE RECOMMENDATION

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

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

There are no financial implications or the need for budgetary provision as a result of this report.

ĀPITI HANGA / ATTACHMENTS

- 2023-12-04 Te Miromiro - Assurance, Risk and Finance Committee Minutes [A4503861]**
- A4503861  

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 | 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. State the possible implications and how this report aligns with Te Tiriti o Waitangi / The Treaty of Waitangi. | There are no implications for 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 (for example – youth, the aged and those with disabilities). | This report is asking for 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. |

Te Miromiro - Assurance, Risk and Finance Committee Meeting Minutes
Unconfirmed

4 December 2023

**MINUTES OF FAR NORTH DISTRICT COUNCIL
TE MIROMIRO - ASSURANCE, RISK AND FINANCE COMMITTEE MEETING
HELD VIRTUALLY VIA TEAMS
ON MONDAY, 4 DECEMBER 2023 AT 4.00PM**

PRESENT: Chairperson Graeme McGlenn, Deputy Chairperson John Vujcich, Kahika - Mayor Moko Tepania, Kōwhai - Deputy Mayor Kelly Stratford.

IN ATTENDANCE: Bennie Greyling (Partner – Assurance & Advisory, Deloitte)

1 KARAKIA TIMATANGA / OPENING PRAYER

At 4.04pm Kahika/Mayor Moko Tepania commenced the meeting with a prayer.

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

APOLOGY

RESOLUTION 2023/9

Moved: Kahika - Mayor Moko Tepania
Seconded: Kōwhai - Deputy Mayor Kelly Stratford

That the apologies received from Crs Ann Court, Steve McNally, and Penetaui Kleskovic be accepted and leave of absence granted.

CARRIED

3 NGĀ TONO KŌRERO / DEPUTATION

Nil

4 TE WHAKAAETANGA O NGĀ MENETI O MUA / CONFIRMATION OF PREVIOUS MINUTES

4.1 CONFIRMATION OF PREVIOUS MINUTES

Agenda item 4.1 document number A4483808, pages 8 - 15 refers.

RESOLUTION 2023/10

Moved: Kōwhai - Deputy Mayor Kelly Stratford
Seconded: Deputy Chairperson John Vujcich

That Te Miromiro - Assurance, Risk and Finance Committee confirm the minutes of the meeting held 31 October 2023 are true and correct.

CARRIED

Te Miromiro - Assurance, Risk and Finance Committee Meeting Minutes
Unconfirmed

4 December 2023

5 TE WĀHANGA TŪMATAITI / PUBLIC EXCLUDED

RESOLUTION TO EXCLUDE THE PUBLIC

5.1 RESOLUTION 2023/11

Moved: Kahika - Mayor Moko Tepania

Seconded: Kōwhai - Deputy Mayor Kelly Stratford

That the public be excluded from the following parts of the proceedings of this meeting.

The general subject matter of each matter to be considered while the public is excluded, the reason for passing this resolution in relation to each matter, and the specific grounds under section 48 of the Local Government Official Information and Meetings Act 1987 for the passing of this resolution are as follows:

| General subject of each matter to be considered | Reason for passing this resolution in relation to each matter | Ground(s) under section 48 for the passing of this resolution |
|---|---|--|
| 5.1 - Confirmation of Previous Minutes Public Excluded | s7(2)(a) - the withholding of the information is necessary to protect the privacy of natural persons, including that of deceased natural persons s7(2)(h) - the withholding of the information is necessary to enable Council to carry out, without prejudice or disadvantage, commercial activities | s48(1)(a)(i) - the public conduct of the relevant part of the proceedings of the meeting would be likely to result in the disclosure of information for which good reason for withholding would exist under section 6 or section 7 |
| 5.2 – Adoption of Annual Report and Auditors Report | s7(2)(a) - the withholding of the information is necessary to protect the privacy of natural persons, including that of deceased natural persons s7(2)(h) - the withholding of the information is necessary to enable Council to carry out, without prejudice or disadvantage, commercial activities | s48(1)(a)(i) - the public conduct of the relevant part of the proceedings of the meeting would be likely to result in the disclosure of information for which good reason for withholding would exist under section 6 or section 7 |

And that Bennie Greyling from Deloitte is permitted to stay in Public Excluded as the subject matter expert.

CARRIED

5.2 ADOPTION OF ANNUAL REPORT AND AUDITORS REPORT

Agenda item 6.2 document number A4484544, pages 16 - 170 refers.

RESOLUTION 2023/12

Moved: Kōwhai - Deputy Mayor Kelly Stratford

Seconded: Kahika - Mayor Moko Tepania

That Te Miromiro – Assurance, Risk & Finance Committee receive the Auditors Report, and provide recommendation to Council to:

- a) adopt the Annual Report for the year ended 30 June 2023 subject to the satisfactory**

Page 2

Te Miromiro - Assurance, Risk and Finance Committee Meeting Minutes
Unconfirmed

4 December 2023

clearance of the data analytics matters outstanding in the Audit process.

- b) agree that the Chief Financial Officer is authorised to make any non-material and grammatical changes that may be required.**
- c) request that the Committee receive and review a detailed analysis in our Te Miromiro workshop into procurement and expenditure; and**
- d) request that at the February Meeting and all subsequent meetings there is a paper provided by management on the outstanding audit matters and the clearance thereof.**

CARRIED

6 KARAKIA WHAKAMUTUNGA / CLOSING PRAYER

At 5.30pm Kahika/Mayor Moko Tepania commenced the meeting with a prayer.

7 MEETING CLOSE

The meeting closed at 5.31pm.

The minutes of this meeting will be confirmed at the Te Miromiro - Assurance, Risk and Finance Committee Meeting held on 28 February 2024.

.....
CHAIRPERSON

5 NGĀ PŪRONGO TAIPITOPITO / INFORMATION REPORTS

5.1 TOP 10 ORGANISATIONAL RISK UPDATE

File Number: A4567041

Author: Joshna Panday, Risk & Assurance Specialist

Authoriser: Margriet Veenstra, Group Manager - Corporate Services

TAKE PŪRONGO / PURPOSE OF THE REPORT

To provide an overview of the Top 10 organisational risks to Te Miromiro – Assurance, Risk and Finance Committee.

WHAKARĀPOPOTO MATUA / EXECUTIVE SUMMARY

- The Te Miromiro – Assurance, Risk and Finance Committee is responsible to receive and review risk management dashboard reports.
- The current report encompasses the Top 10 organisational risk heatmap report for the attention of the Committee and is the first report extracted from the Enterprise Risk Management software: CammsRisk.
- Three of the Top 10 risks (RS2, RS4 & RS7) are within Staff radar and still require some fleshing out, however, included into the report.

TŪTOHUNGA / RECOMMENDATION

That the Te Miromiro - Assurance, Risk and Finance Committee receive the report Top 10 Organisational Risk Update.

TĀHUHU KŌRERO / BACKGROUND

Council has embarked on a risk reset journey that entailed the adoption of our Enterprise Risk Management software: CammsRisk, adoption of a new risk management policy and risk management framework.

Council's risk register has been incorporated into the new software and training on the software is underway for key users to renovate these risks within the ambit of Council's risk framework. A session to showcase the software was presented to elected members in November 2023, with recordings circulated thereafter.

Council's risk management framework adopts the definition of 'Risk' as the effect of uncertainty on objectives, as aligned with ISO31000.

With the risk reset and risk definition in mind, Senior Leadership Team (SLT) at Council has identified and set the Top 10 Organisational Risks which they believe are the highest areas of risk for the organisation being able to successfully achieve its objectives.

Below, is a table of the Top 10 Organisational Risks as identified by SLT. It is important to note that these identified risks are:

- not ranked in order of severity,
- capped at 10, to provide a clear focus for SLT and this Committee,
- not 'set in stone', emerging risks can be brought forward by SLT to replace an existing organisational risk when required or are relevant

| Risk no. | Camms code | Identified Risk |
|----------|------------|--|
| 1 | RS7 | Failure to deliver on the Capital works programme |
| 2 | RS4 | Resilience and consequences after a significant event |
| 3 | RS5 | Inadequate response to climate change challenges |
| 4 | RS10 | Exposure to cybersecurity |
| 5 | RS1 | Failure to manage Council's financial sustainability |
| 6 | RS2 | Inadequate response to infrastructure vulnerabilities |
| 7 | RO5 | IT System failure |
| 8 | RS6 | Non-Compliance with statutory and legislative compliance |
| 9 | RO2 | Failure to retain staff and maintain talent |
| 10 | RS8 | Failure to give effect to Te Tiriti and our obligations to Maori |

Using the CammsRisk software a heatmap report on the Top 10 Organisational Risks was created and attached to this report.

Using the heatmap report, Staff can communicate to Council their analysis for each of these risks together with mitigating controls, current treatments, and future mitigating plans. A glossary defining these risk concepts as adopted in the risk management framework is attached for an ease of reference.

In addition, the heatmap report includes a visual update with:

i. The organisation heatmap

The organisation heatmap consists of the Top 10 identified risks and plots their risk status onto council's risk heatmap. This provides for an overview of trends from inherent risk to residual risk to future/target risks on all of the Top 10 risks reported on.

ii. The appetite gauge

Council has set limits for risk appetite over eleven categories. On selection and assessment of the risk, it will be determined if the risk is within or out of (risk) appetite. This information can be visualised by the gauge.

iii. The individual heatmap

This is the plotted analysis of risk for that individual risk on Council's risk heatmap. It provides a visual of the trend for that individual risk from inherent risk to residual risk to future/target risk.

MATAPAKI ME NGĀ KŌWHIRINGA / DISCUSSION AND NEXT STEPS

This report updates Te Miromiro – Assurance, Risk and Finance Committee of the current Top 10 Organisational Risks for Council.

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

Nil

ĀPITIHINGA / ATTACHMENTS

1. Glossary of Risk Definitions - A4571518 [↓](#) 
2. Risk Heatmap Report - A4579995 [↓](#) 

Risk Glossary

| Term | Definition |
|------------------------|--|
| Cause | Potential occurrences that would result in the risk event. |
| Consequence | The outcome of an event affecting objectives. |
| Control | Any action taken by management which either reduces the likelihood of a risk event occurring or reduces the potential for damage arising from that risk event. It can include any process, policy, device, practice, or other action that modifies the risk. |
| Control owner(s) | A person with accountability for ensuring that the control activity is in place and is operating effectively. The control owner does not necessarily perform the control activity, however, if not conducting the control, they should have a level of oversight of its performance. |
| Executive owner(s) | A member of the Senior Leadership Team (SLT) with responsibility to manage a risk. |
| Inherent rating | The outcome of an event affecting objectives without consideration to the impact of controls. |
| Inherent risk | The level of risk without consideration to the impact of controls. |
| Residual risk | The level of risk after the current control environment is taken into account. |
| Risk | The effect of uncertainty on objectives. |
| Responsible owner | A person appointed with the responsibility and authority to manage a risk. Where the 'control owner' and the 'treatment owner' are different, the responsible manager has accountability to ensure that the allocated treatment is implemented. |
| Risk treatment | The process of selecting one or more options for mitigating risks and implementing those options. |
| Forecast / Target Risk | This is the level of desired risk that is being aimed for. |
| Treatment owner | The person accountable for monitoring and reporting implementation progress of the treatment. |

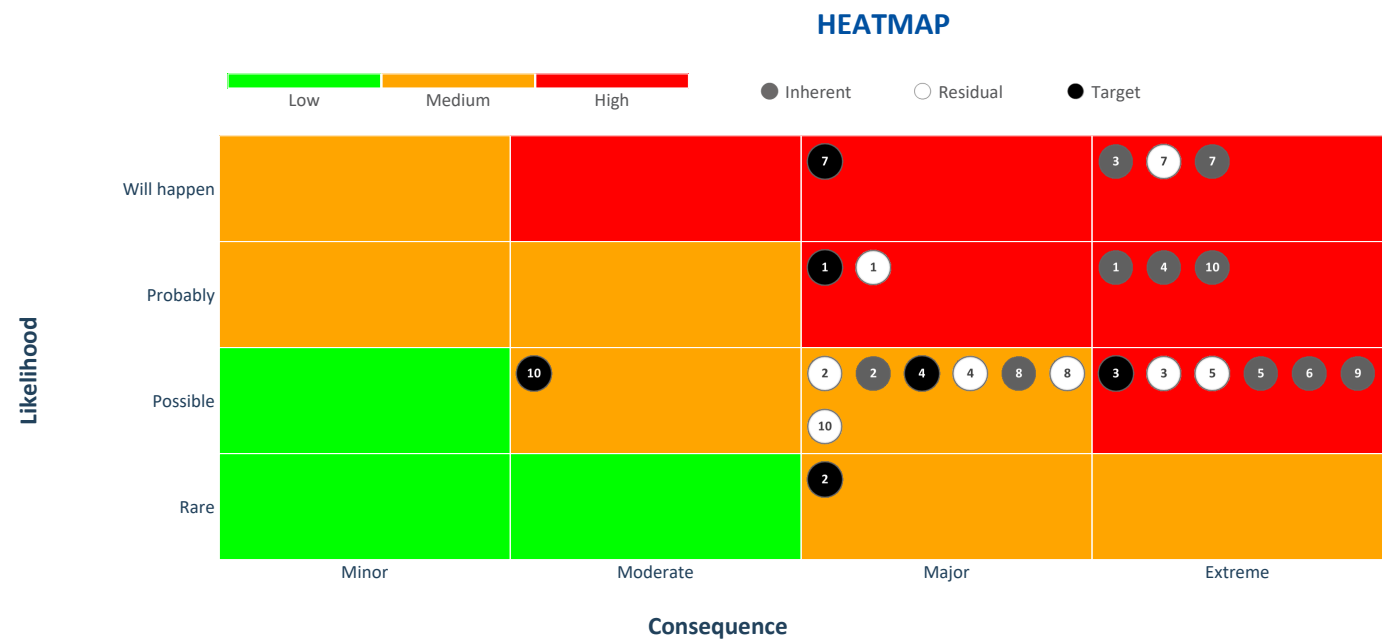


Heatmap Report

Far North District Council

Camms.

Print Date: 19-Feb-2024



RISK SUMMARY

Operational Risk

| No. | Risk Title | Inherent | Residual | Target | Trend |
|-----|--|----------|----------|--------|-------|
| 1 | RO2 - Staff - Failure to retain staff and maintain talent | High | High | High | ↓ |
| | Risk Owner Comments: Will review aligning to ARF meetings | | | | |
| 2 | RO5 - IT System Failure | Medium | Medium | Medium | ↔ |
| | Risk Owner Comments: IT system failures can be caused by a wide range of factors. Addressing these potential causes requires a combination of proactive measures such as implementing robust cybersecurity practices, regular maintenance, disaster recovery planning, and monitoring systems for early detection of issues. | | | | |
| 3 | RO8 - Cybersecurity Risk - Exposure to Cybersecurity Threats | High | High | High | ↔ |
| | Risk Owner Comments: Cybersecurity risk is the ever-present threat of unauthorised access, data breaches, and disruptive attacks targeting digital infrastructure, posing potential harm to individuals, organisations, and society as a whole. | | | | |

Far North District Council

Heatmap Report

Strategic Risk

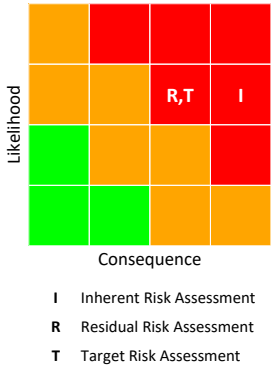
| No. | Risk Title | Inherent | Residual | Target | Trend |
|-----|---|----------|----------|--------|-------|
| 4 | RS1 - Financial Sustainability - Failure to manage Council's financial sustainability | High | Medium | Medium | |
| | Risk Owner Comments: Full review of audit recommendations is scheduled. A report will be tabled at the 28 February ARF committee with workplan set to address agreed priority recommendations. | | | | |
| 5 | RS2 - Infrastructure - Inadequate response to infrastructure vulnerabilities (eg. roads) | High | High | | |
| | Risk Owner Comments: Sits with GM Infra Strat 01 Mar 24 - Roads, Drainage, Water and Construction. | | | | |
| 6 | RS4 - Emergency Management - Resilience and consequences after a significant event eg. weather, bombing, pandemic (CDEM) | High | | | |
| | Risk Owner Comments: - | | | | |
| 7 | RS5 - Climate Change - Inadequate mitigation and adaptation response to climate change challenges | High | High | High | ↔ |
| | Risk Owner Comments: Deferred review to accommodate full assessment of this risk. | | | | |
| 8 | RS6 - Statutory and Regulatory Compliance | Medium | Medium | | |
| | Risk Owner Comments: Legislation compliance sits with all department heads. | | | | |
| 9 | RS7 - Capital works programme delivery | High | | | |
| | Risk Owner Comments: - | | | | |
| 10 | RS8 - Failure to give effect to Te Tiriti and our obligations to Maori | High | Medium | Medium | ↔ |
| | Risk Owner Comments: There are potential partnership, legal and reputational consequences for the Council associated with this risk, however an increased focus within Council provides an improving foundation for working alongside our mana whenua iwi partners to understand and mitigate these. | | | | |

RISK OVERVIEW

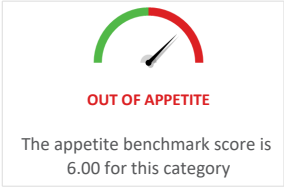
Operational Risk

| | | | | |
|---|---|-------------------------------------|--------------------------------|----------------------------------|
| RO2 | Staff - Failure to retain staff and maintain talent | | | |
| Risk Categories: Reputation, Financial, Legal | | Responsible Manager: Alison Carnaby | Executive Owner(s): Emma Healy | Last Reviewed Date: 18 Feb, 2024 |
| | | | | Next Review Date: 29 Feb, 2024 |
| Far North District Council | | | | |

Individual Heatmap



Risk Appetite



Causes

- Loss of key staff or skills
- Competitive market
- Uncertainty of FNDC structure
- Increased workload
- Cost of living / inflation
- Limited career opportunities
- Personal decision
- Elected member interference

Consequences

- Inability to deliver on the AP and LTP
- Failure to deliver
- Impact to our resilience
- Reputational exposure
- Low staff morale
- Loss of talent and intellectual property
- Failure to meet statutory obligations
- Delays to work programmes
- Impact on health, safety and wellbeing

Residual Controls

| Control Title | Control Owner | Control Effectiveness Rating | Next Review Date |
|--|----------------|------------------------------|------------------|
| Leadership Framework | Alison Carnaby | Partially Effective | 04 Mar, 2024 |
| Exit Interviews | Kayla Jonas | Partially Effective | 04 Mar, 2024 |
| Stay Interviews | Kayla Jonas | Partially Effective | 04 Mar, 2024 |
| Reporting to Assurance, Risk & Finance Committee | Kayla Jonas | Partially Effective | 04 Mar, 2024 |
| Key Success Factor Reviews | Kayla Jonas | Partially Effective | 04 Mar, 2024 |
| Learning and Development Plan | Alison Carnaby | Partially Effective | 04 Mar, 2024 |
| Competency Review | Kayla Jonas | Partially Effective | 04 Mar, 2024 |
| Employment Recognition | Pip Boye | Partially Effective | 04 Mar, 2024 |
| Performance Recognition Framework | Kayla Jonas | Partially Effective | 04 Mar, 2024 |
| Talent Identification and Succession Planning | Alison Carnaby | Partially Effective | 04 Mar, 2024 |

Residual Controls

| Control Title | Control Owner | Control Effectiveness Rating | Next Review Date |
|---|----------------|------------------------------|------------------|
| Employee Engagement Survey | Alison Carnaby | Partially Effective | 04 Mar, 2024 |
| Engagement with external bespoke recruiters | Kayla Jonas | Partially Effective | |

Residual Solutions

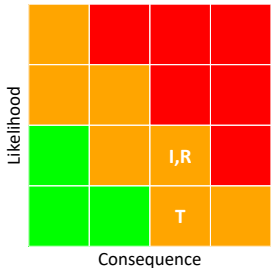
| Risk Treatment Action Title | Action Owner | Action Status | % Completed | End Date | Performance |
|-----------------------------------|----------------|---------------|-------------|--------------|---|
| Culture Workplan | Alison Carnaby | In Progress | 10 | 30 Jun, 2025 | <div><div></div><div></div><div></div></div> GREEN |
| Learning and Development Strategy | Alison Carnaby | In Progress | 10 | 30 Jun, 2024 | <div><div></div><div></div><div></div></div> GREEN |

Far North District Council

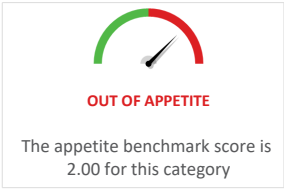
Heatmap Report

| RO5 IT System Failure | | | | |
|--|--|---------------------------------|---------------------------------------|---|
| Risk Categories: Financial, Reputation | | Responsible Manager: Lisa Huria | Executive Owner(s): Margriet Veenstra | Last Reviewed Date: Next Review Date: 15 Nov, 2024 |
| Far North District Council | | | | |

Individual Heatmap



Risk Appetite



Causes

- Hardware failure
- Software failure
- Power outage or electrical issue
- Network failure
- Data loss or corruption
- Human error
- Security breach or cybersecurity incident
- Natural disaster or environmental hazard
- Capacity or scalability issue
- Third-party dependency
- Insufficient maintenance
- Insufficient budgetary provisions

Consequences

- Failure to deliver
- Loss of productivity
- Financial exposure
- Failure to meet statutory obligations
- Legal exposure
- Total shut down across all services
- Disruption of service
- Delays to work programmes
- Reputational damage

Residual Controls

| Control Title | Control Owner | Control Effectiveness Rating | Next Review Date |
|--|---------------|------------------------------|------------------|
| Annual system upgrade programme | Lisa Huria | Fully Effective | 27 Jan, 2025 |
| Cloud Service Management | Lisa Huria | Partially Effective | 09 Feb, 2025 |
| Data recovery (cloud, onsite, offsite, and off network) | Lisa Huria | Fully Effective | 09 Feb, 2025 |
| ICT Security Advisory Board | Lisa Huria | Fully Effective | 09 Feb, 2025 |
| IT Policy System | Lisa Huria | Fully Effective | 09 Feb, 2025 |
| Managed security service and end point threat protection | Lisa Huria | Fully Effective | 09 Feb, 2025 |
| Network boundary defence (Firewall) | Lisa Huria | Fully Effective | 09 Feb, 2025 |
| Multi-factor authentication | Lisa Huria | Fully Effective | 09 Feb, 2025 |
| Patch management systems | Lisa Huria | Partially Effective | 09 Feb, 2025 |
| Physical access security controls | Lisa Huria | Fully Effective | 09 Feb, 2025 |

Residual Controls

| Control Title | Control Owner | Control Effectiveness Rating | Next Review Date |
|--|----------------|------------------------------|------------------|
| IT infrastructure maintenance | Lisa Huria | Fully Effective | 09 Feb, 2025 |
| IT Supplier Management | Lisa Huria | Fully Effective | 09 Feb, 2025 |
| Computer Security Incident Management System | Lisa Huria | Fully Effective | 09 Feb, 2025 |
| Cybersecurity Awareness Programme (Phriendly Phishing) | Lisa Huria | Fully Effective | 09 Feb, 2025 |
| Disaster recovery | Lisa Huria | Fully Effective | 09 Feb, 2025 |
| Learning and Development Plan | Alison Carnaby | Partially Effective | 04 Mar, 2024 |
| Email and Collaboration Security | Lisa Huria | Fully Effective | |

Residual Solutions

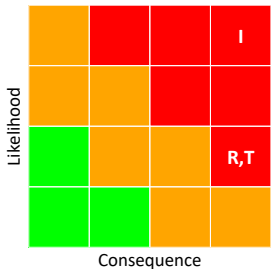
| Risk Treatment Action Title | Action Owner | Action Status | % Completed | End Date | Performance |
|-----------------------------|--------------|---------------|-------------|--------------|--|
| Azure Landing Zone Review | Lisa Huria | In Progress | 50 | 29 Mar, 2024 | <div><div></div><div></div><div></div></div> GREEN |

Far North District Council

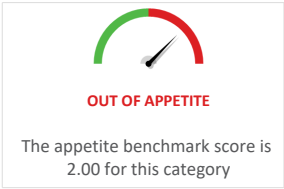
Heatmap Report

| RO8 Cybersecurity Risk - Exposure to Cybersecurity Threats | | | | |
|--|--|---------------------------------|---------------------------------------|---|
| Risk Categories: Financial, Legal, Reputation | | Responsible Manager: Lisa Huria | Executive Owner(s): Margriet Veenstra | Last Reviewed Date: Next Review Date: 08 Feb, 2025 |
| Far North District Council | | | | |

Individual Heatmap



Risk Appetite



Causes

- Phishing attack
- Ransomware
- Unauthorized access
- Malware
- Data breaches
- Poor physical security
- Distributed Denial of Service (DDoS) attack
- Supplier breach
- Unpatched systems
- Zero-day exploits
- Social engineering
- Insufficient budgetary provisions





Residual Controls

| Control Title | Control Owner | Control Effectiveness Rating | Next Review Date |
|---|---------------|------------------------------|------------------|
| Multi-factor authentication | Lisa Huria | Fully Effective | 09 Feb, 2025 |
| Cybersecurity Awareness Programme (Phriendly Phishing) | Lisa Huria | Fully Effective | 09 Feb, 2025 |
| Network boundary defence (Firewall) | Lisa Huria | Fully Effective | 09 Feb, 2025 |
| Annual independent cybersecurity audit | Lisa Huria | Fully Effective | 31 Jan, 2025 |
| Annual system upgrade programme | Lisa Huria | Fully Effective | 27 Jan, 2025 |
| Physical access security controls | Lisa Huria | Fully Effective | 09 Feb, 2025 |
| Cloud Service Management | Lisa Huria | Partially Effective | 09 Feb, 2025 |
| Access controls | Lisa Huria | Fully Effective | 09 Feb, 2025 |
| Disaster recovery | Lisa Huria | Fully Effective | 09 Feb, 2025 |
| Data recovery (cloud, onsite, offsite, and off network) | Lisa Huria | Fully Effective | 09 Feb, 2025 |

Residual Controls

| Control Title | Control Owner | Control Effectiveness Rating | Next Review Date |
|--|---------------|------------------------------|------------------|
| Computer Security Incident Management System | Lisa Huria | Fully Effective | 09 Feb, 2025 |
| IT Policy System | Lisa Huria | Fully Effective | 09 Feb, 2025 |
| ALGIM Cybersecurity Programme (SAM for Compliance) | Lisa Huria | Fully Effective | 09 Feb, 2025 |
| Patch management systems | Lisa Huria | Partially Effective | 09 Feb, 2025 |
| ICT Security Advisory Board | Lisa Huria | Fully Effective | 09 Feb, 2025 |
| e-Waste management | Lisa Huria | Fully Effective | 09 Feb, 2025 |
| Email and Collaboration Security | Lisa Huria | Fully Effective | |
| Managed security service and end point threat protection | Lisa Huria | Fully Effective | 09 Feb, 2025 |

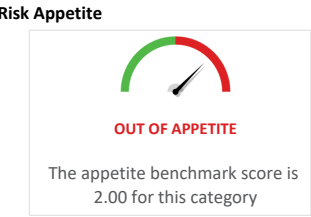
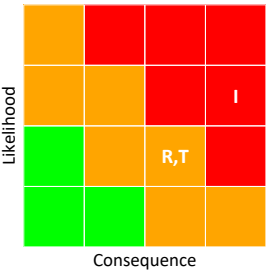
Residual Solutions

| Risk Treatment Action Title | Action Owner | Action Status | % Completed | End Date | Performance |
|--|--------------|---------------|-------------|--------------|--|
| Distributed Denial of Service (DDoS) Exposure Assessment | Lisa Huria | Completed | 100 | 07 Dec, 2023 |  GREEN |
| Firewall Health Check | Lisa Huria | Completed | 100 | 13 Dec, 2023 |  GREEN |
| IT Strategy | Tom Frost | In Progress | 80 | 29 Feb, 2024 |  AMBER |
| Patch Management System | Lisa Huria | In Progress | 33 | 30 Mar, 2024 |  AMBER |

Strategic Risk

| | | | | |
|--|---|---------------------------------------|---------------------------------------|--------------------------------|
| RS1 | Financial Sustainability - Failure to manage Council's financial sustainability | | | |
| Risk Categories: Financial, Reputation | | Responsible Manager: Jonathan Slavich | Executive Owner(s): Margriet Veenstra | Last Reviewed Date: |
| Far North District Council | | | | Next Review Date: 07 Mar, 2024 |

Individual Heatmap



Causes

- Decrease of revenue
- Increased operational costs
- Increased capital expenditure
- Inadequate asset management
- Inadequate balance sheet and cashflow management
- Inadequate control framework
- Lack of effective financial reporting & monitoring
- Lack of budget managers financial responsibilities and accountabilities
- Staff and system knowledge and capability
- Financial information that is accessible, reliable, accurate, and timey

Consequences

- Inability to deliver on the AP and LTP
- Financial exposure
- Reputational exposure
- Failure to meet statutory obligations
- Reduction in income received
- Delays to work programmes
- Capital / operational expenditure blowout
- Fraud and / or misappropriation of assets
- Spiralling debt
- Cashflow mis-management and ability to pay debts as they fall due
- Downgrade in credit rating

Residual Controls

| Control Title | Control Owner | Control Effectiveness Rating | Next Review Date |
|--|------------------|------------------------------|------------------|
| Financial reporting and monitoring framework | N/A | Partially Effective | |
| Control framework - separation of duties | N/A | Partially Effective | |
| Training and development | N/A | N/A | |
| Internal audit | N/A | N/A | |
| External audit | Jonathan Slavich | Partially Effective | |

Residual Solutions

| Risk Treatment Action Title | Action Owner | Action Status | % Completed | End Date | Performance |
|---|------------------|---------------|-------------|--------------|--|
| Review and action of external audit recommendations | Jonathan Slavich | In Progress | 20 | 01 Jun, 2024 | <div><div></div><div></div><div></div></div> RED |

Far North District Council

Heatmap Report

RS2

Infrastructure - Inadequate response to infrastructure vulnerabilities (eg. roads)

Risk Categories: Reputation, Financial, Legal

Responsible Manager: Guy Holroyd

Last Reviewed Date:

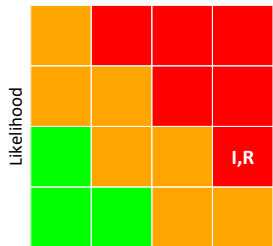
Next Review Date: 14 Feb, 2024

Far North District Council

Far North District Council > FNDC

Far North District Council > FNDC > Delivery and Operations

Individual Heatmap



- I Inherent Risk Assessment
- R Residual Risk Assessment
- T Target Risk Assessment

Causes

- Weather events
- Little or no maintenance
- Unchecked or poor standards
- Excessive use
- Poor engineering
- Water - catastrophic failure and public health emergency
- IAF Capital Works - comparatively low as govt funded

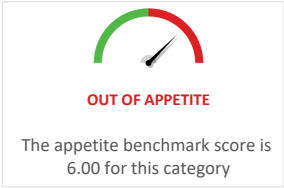
Consequences

- Inability to deliver on the AP and LTP
- Failure to deliver
- Loss of productivity
- Disruption to core infrastructure
- Financial exposure
- Isolation
- Impact on health, safety and wellbeing

Residual Controls

| Control Title | Control Owner | Control Effectiveness Rating | Next Review Date |
|---------------|---------------|------------------------------|------------------|
| N/A | | | |

Risk Appetite

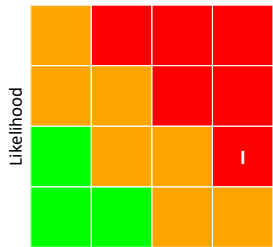


Far North District Council

Heatmap Report

| | | | |
|---|--|---------------------|-------------------|
| RS4 | Emergency Management - Resilience and consequences after a significant event eg. weather, bombing, pandemic (CDEM) | | |
| Risk Categories: Financial, Legal, Reputation | Responsible Manager: Guy Holroyd | Last Reviewed Date: | Next Review Date: |
| Far North District Council | | | |

Individual Heatmap



- Consequence
- I Inherent Risk Assessment
 - R Residual Risk Assessment
 - T Target Risk Assessment

Causes

- Lack of preparedness
- Failed commitment to horizon scanning
- Social volatility

Consequences

- Failure to deliver
- Decreased stability or complete closure
- Disruption to core infrastructure
- Financial exposure
- Impact to our resilience
- Reputational exposure
- Failure to meet statutory obligations
- Legal exposure
- Total shut down across all services

Residual Controls

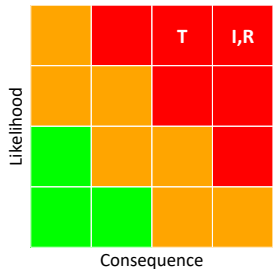
| Control Title | Control Owner | Control Effectiveness Rating | Next Review Date |
|---------------|---------------|------------------------------|------------------|
| N/A | | | |

Far North District Council

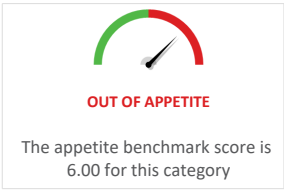
Heatmap Report

| RS5 Climate Change - Inadequate mitigation and adaptation response to climate change challenges | | | | |
|---|------------------------------------|----------------------------------|---------------------|--------------------------------|
| Risk Categories: Reputation, Financial, Legal | Responsible Manager: Esther Powell | Executive Owner(s): Roger Ackers | Last Reviewed Date: | Next Review Date: 09 Nov, 2024 |
| Far North District Council | | | | |

Individual Heatmap



Risk Appetite



Causes

- Failure to include climate change in the Business Continuity Plan
- Failure in understanding the gravity of climate change and its effects
- Failure to comply with legislative requirements
- Misalignment between council climate change strategies and its operational activities
- Misalignment between council climate change strategies and national and international recommendations

Consequences

- Failure to deliver
- Disruption to core infrastructure
- Financial exposure
- Legal exposure
- Weather events
- Economic crisis
- Loss or damage of properties
- Loss of significant cultural items
- Loss of life

Residual Controls

| Control Title | Control Owner | Control Effectiveness Rating | Next Review Date |
|---|---------------|------------------------------|------------------|
| Climate Action Policy | Esther Powell | Partially Effective | 12 Dec, 2024 |
| Community adaptation planning | Esther Powell | Partially Effective | |
| Appointment of a climate action and resilience manager | Roger Ackers | Fully Effective | 15 May, 2024 |
| Te Tai Tokerau Climate adaption strategy and regional implementation plan | Esther Powell | Fully Effective | 01 Apr, 2024 |

Residual Solutions

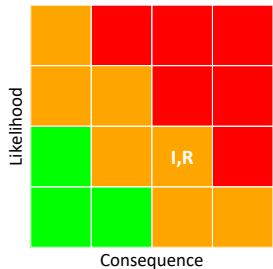
| Risk Treatment Action Title | Action Owner | Action Status | % Completed | End Date | Performance |
|-----------------------------|---------------|---------------|-------------|--------------|-------------|
| Climate action policy | Esther Powell | Completed | 100 | 18 Nov, 2024 | GREEN |

Far North District Council

Heatmap Report

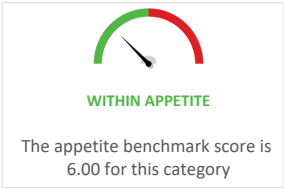
| | | | | |
|--|-------------------------------------|------------------------------------|---------------------------------------|---|
| RS6 | Statutory and Regulatory Compliance | | | |
| Risk Categories: Legal, Reputation | | Responsible Manager: Joshna Panday | Executive Owner(s): Margriet Veenstra | Last Reviewed Date: Next Review Date: 24 Feb, 2025 |
| Far North District Council | | | | |
| Far North District Council > FNDC > Corporate Services | | | | |

Individual Heatmap



- I Inherent Risk Assessment
R Residual Risk Assessment
T Target Risk Assessment

Risk Appetite



Causes

- Lack of operational compliance framework
- Breach of policy or procedure
- Lack of or insufficient resources
- Miscommunication
- Incorrect advise
- Misaligned policies and procedures

Consequences

- Failure to deliver
- Financial exposure
- Reputational exposure
- Legal exposure
- Council liability
- Loss of IANZ accreditation

Residual Controls

| Control Title | Control Owner | Control Effectiveness Rating | Next Review Date |
|---|-------------------|------------------------------|------------------|
| Democracy Services - function of democracy services | Jacine Warmington | Partially Effective | 19 Feb, 2025 |
| Legal Services - function of legal services | Carla Ditchfield | Fully Effective | 03 Feb, 2025 |

Residual Solutions

| Risk Treatment Action Title | Action Owner | Action Status | % Completed | End Date | Performance |
|------------------------------|---------------|---------------|-------------|--------------|---|
| Implementation of ComplyWith | Joshna Panday | In Progress | 10 | 30 Apr, 2024 | <div><div></div><div></div><div></div></div> N/A |

Risks

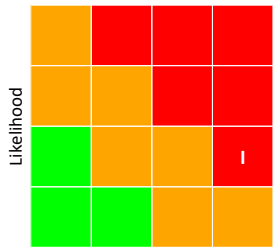
| Risk Code | Risk Title | Risk Owner | Next Review Date | Inherent | Residual | Target | Aggregated Residual | Link Type |
|-----------|---|------------------|------------------|-------------------------------|----------|--------|----------------------------------|-----------|
| RO40 | Non compliance with Financial Regulations | Jonathan Slavich | | <div><div></div></div> Low | N/A | N/A | <div><div></div></div> Medium | |

Far North District Council

Heatmap Report

| RS7 | Capital works programme delivery | | |
|---|----------------------------------|----------------------------------|---------------------|
| Risk Categories: Financial, Legal, Reputation | | Responsible Manager: Guy Holroyd | Last Reviewed Date: |
| Far North District Council | | Next Review Date: | |

Individual Heatmap



- Consequence
- I Inherent Risk Assessment
 - R Residual Risk Assessment
 - T Target Risk Assessment

Causes

- Decrease of revenue
- Loss of key staff or skills
- Weather events
- Lack of or insufficient resources

Consequences

- Inability to deliver on the AP and LTP
- Failure to deliver
- Financial exposure
- Impact to our resilience
- Reputational exposure
- Council liability

Residual Controls

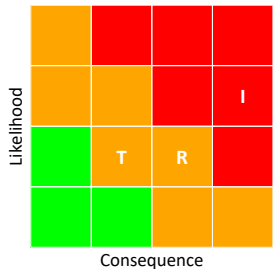
| Control Title | Control Owner | Control Effectiveness Rating | Next Review Date |
|---------------|---------------|------------------------------|------------------|
| N/A | | | |

Far North District Council

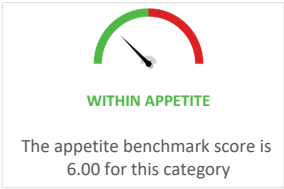
Heatmap Report

| RS8 Failure to give effect to Te Tiriti and our obligations to Maori | | | | |
|--|--|--|---------------------------------|---|
| Risk Categories: Legal, Reputation | | Responsible Manager: Jacine Warmington | Executive Owner(s): Guy Holroyd | Last Reviewed Date: Next Review Date: 29 Feb, 2024 |
| Far North District Council > FNDC | | | | |
| Far North District Council > FNDC > Strategic Relationships | | | | |

Individual Heatmap



Risk Appetite



Causes

- Lack of or insufficient resources
- Lack of understanding on the obligations to iwi, hapu and maori
- Lack of understanding of partnership obligations to mana whenua iwi
- Lack of collaboration and engagement
- Poor policy design
- Lack of skill / talent

Consequences

- Inability to deliver on the AP and LTP
- Reputational exposure
- Failure to meet statutory obligations
- Legal exposure
- Loss of significant cultural items
- Mistrust and deterioration of partnerships with mana whenua iwi
- Compromised wellbeing
- Lack of trust between Council and partners
- Poor economic and wellbeing outcomes for Maori
- Poor decisions
- Disruption of service
- Delays to work programmes
- Impact on health, safety and wellbeing

Residual Controls

| Control Title | Control Owner | Control Effectiveness Rating | Next Review Date |
|--|-------------------|------------------------------|------------------|
| Te Pae o Uta strategy | Jacine Warmington | Partially Effective | |
| Te reo and tikanga strategy | Jacine Warmington | N/A | |
| Te Kuaka - Te Ao Maori Committee established | Jacine Warmington | Partially Effective | |
| Te Hono Maori Advisory Unit established | Jacine Warmington | Partially Effective | |

Residual Solutions

| Risk Treatment Action Title | Action Owner | Action Status | % Completed | End Date | Performance |
|-----------------------------|---------------|---------------|-------------|--------------|-------------|
| Te Reo lessons | Llani Harding | Ongoing | 20 | 30 Jun, 2024 | N/A |

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5.2 PEOPLE AND CAPABILITY REPORT FOR PERIOD 1 OCT - 31 DEC 2023

File Number: A4568888

Author: Kerry Brett, Administrator - People & Transformation

Authoriser: Emma Healy, Executive Officer

TAKE PŪRONGO / PURPOSE OF THE REPORT

The purpose of this report is to present the Te Miromiro - Assurance, Risk and Finance Committee with the quarterly update for People and Capability.

WHAKARĀPOPOTO MATUA / EXECUTIVE SUMMARY

Included in the report is information on:

- Exit Interviews and Analysis.
- Personal Grievances; and
- Disciplinary Actions and Costs.

TŪTOHUNGA / RECOMMENDATION

That Te Miromiro - Assurance, Risk and Finance Committee receive the report People and Capability Report – Period 1 October to 31 December 2023.

TĀHUHU KŌRERO / BACKGROUND

This report will be presented to the Te Miromiro - Assurance, Risk and Finance Committee on a quarterly basis.

MATAPAKI ME NGĀ KŌWHIRINGA / DISCUSSION AND NEXT STEPS

This report is Information only.

TĀHUHU KŌRERO / BACKGROUND

This report will be presented to the Te Miromiro - Assurance, Risk and Finance Committee on a quarterly basis.

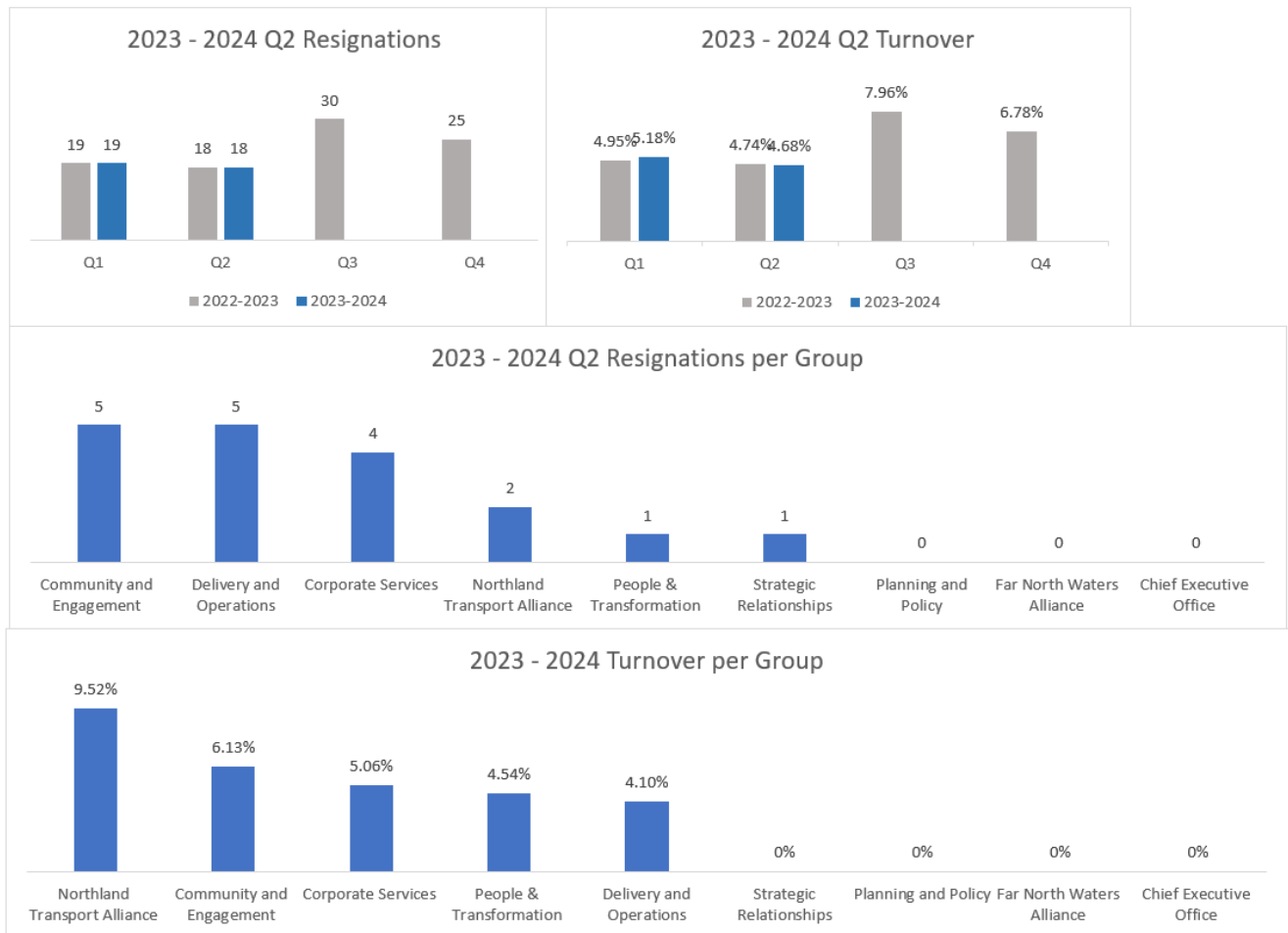
MATAPAKI ME NGĀ KŌWHIRINGA / DISCUSSION AND NEXT STEPS

This report is Information only.

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

Staff Turnover

During quarter two, 18 staff left Far North District Council. This has resulted in a quarterly turnover rate of 4.68%. For comparison, our 2022/2023 Q2 turnover rate was 4.74%.



Exit Interviews and Analysis

The total number of survey responses completed for this financial year quarter is 31. Reviewing the Exit Survey responses provides us with valuable information on why staff are choosing to leave and highlights areas where we need to direct attention. Not all staff submitted answers to every question.

The following findings have been identified:

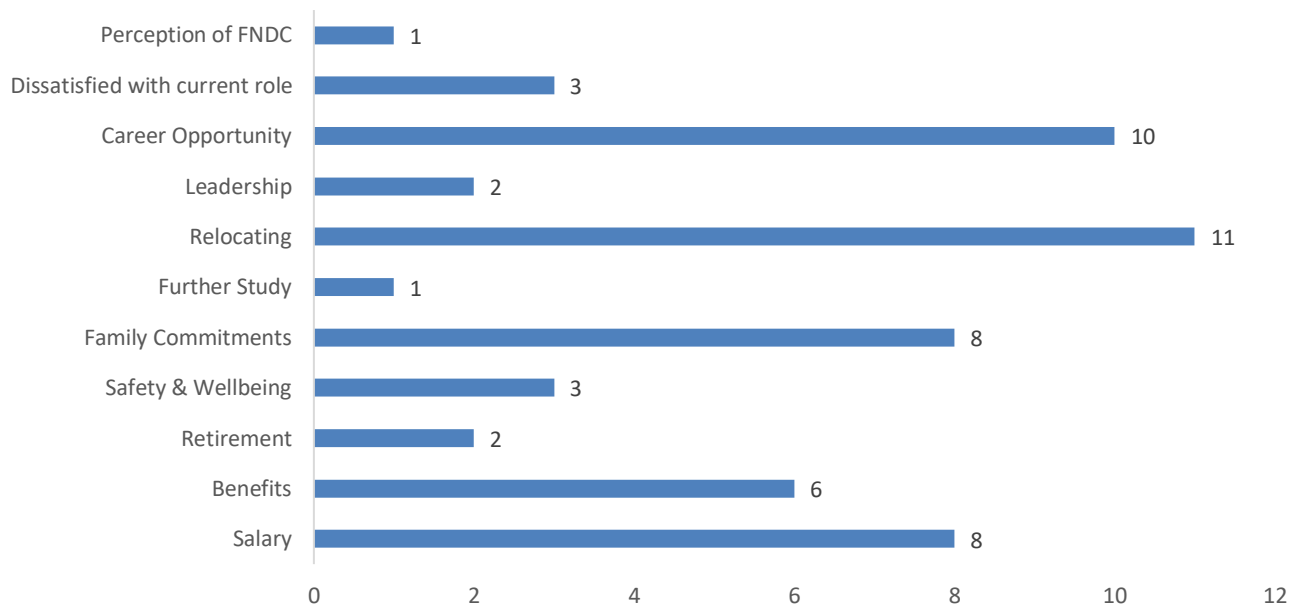
What staff liked most about working at FNDC:

- Team Environment
- Flexible/Remote Working
- Workplace Culture

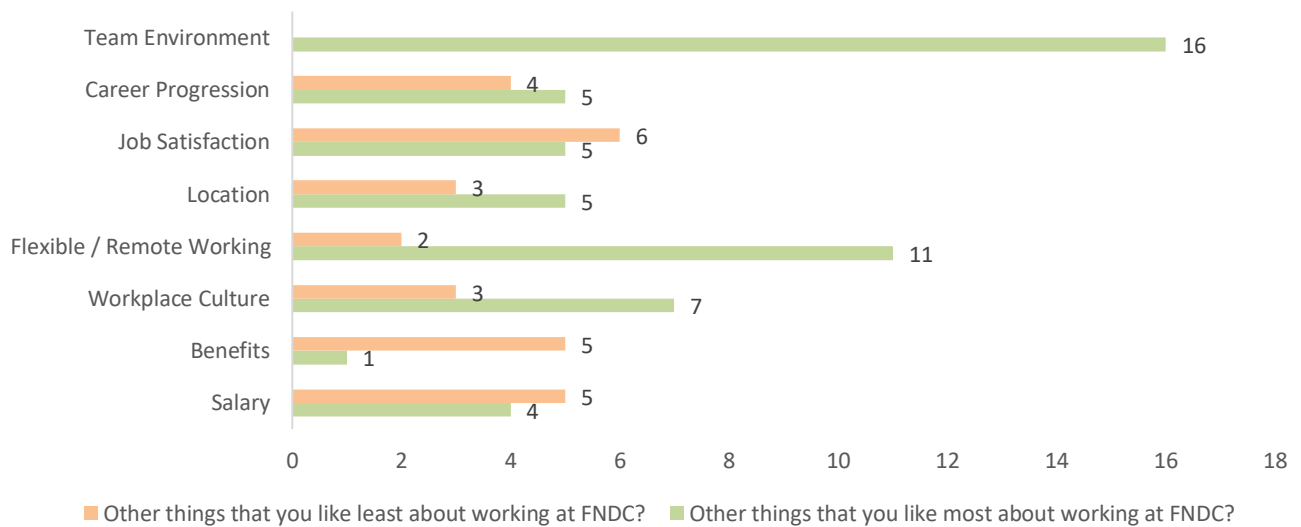
Top reasons to leave FNDC:

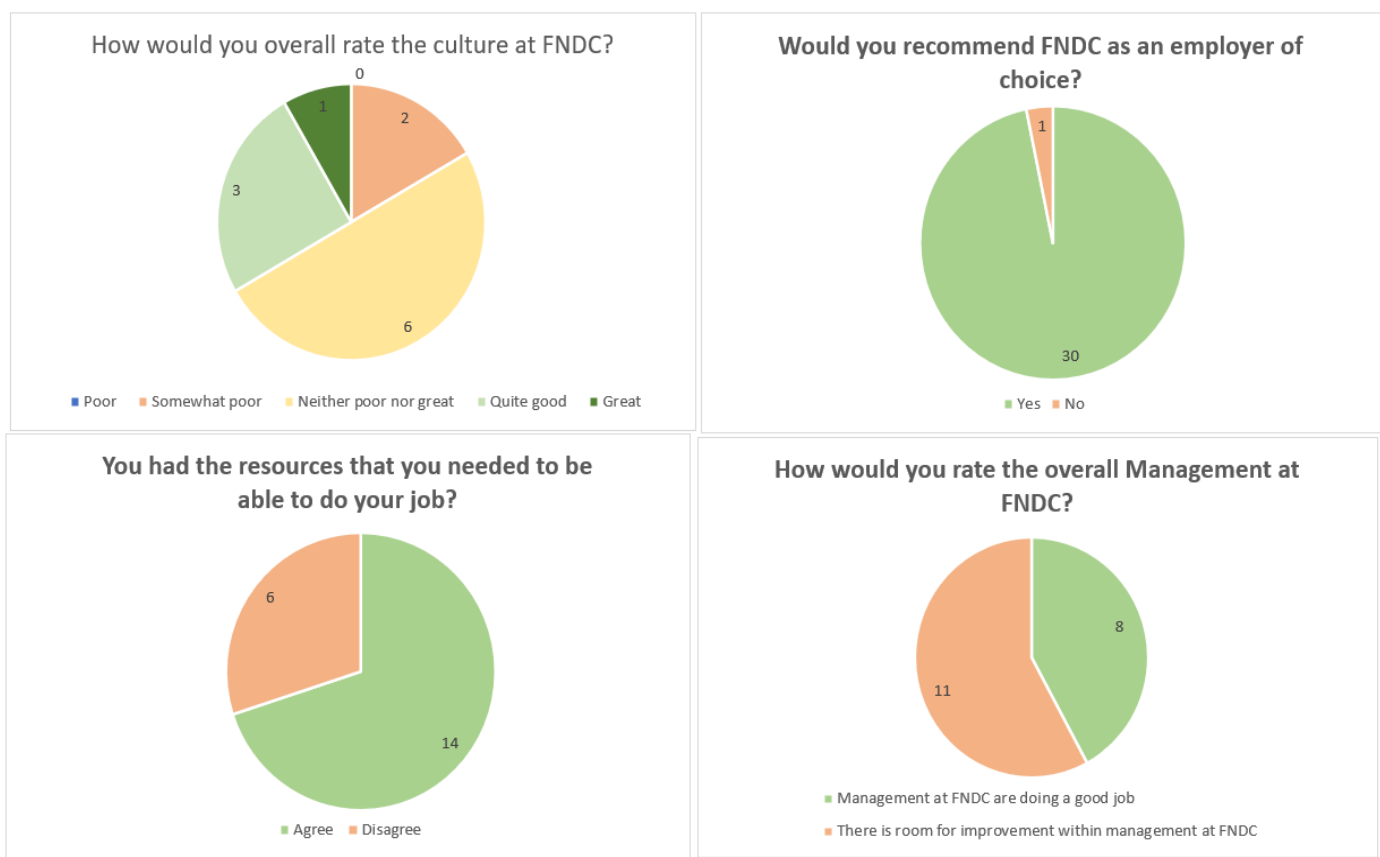
- Relocating
- Other Career Opportunity
- Salary
- Family Commitments

Other Factors that influenced your decision to leave FNDC



Other things that you like most and least about working at FNDC?





Personal Grievances

There were no personal grievances.

Recruitment and Retention

We continue to have some issues with recruitment of technical specialist roles (e.g. within Property and Facilities and Policy and Planning, however great progress continues to be made with the use of external bespoke recruitment agencies, resulting in a Resource Consents teams that is almost full, as well as a full complement of staff in the Legal Services team.

There is also a focus on the Leadership Framework previously mentioned, which is rolling out later in February which will equip leaders with the skills and tools to effectively lead people with the expected outcome to positively influence retention.

Likewise, succession planning training is currently being delivered to all people leaders. The purpose of succession planning is to identify individuals who show potential to be our next leaders, and the training is to equip existing people leaders with the tools to identify potential in our people and tailor their development plans.

FNDC People and Capability team is also attending the Job Explore expo in Kaikohe and Kaitia at the end of February.

Our bi-annual engagement survey was issued to all Staff during November 2023 with excellent participation and engagement. The results have enabled insights into engagement, diversity and inclusion, health and wellbeing, transformation and change, as well as our Values. People Leaders have been proactive at reviewing the feedback and implementing meaningful action plans. The engagement survey tools assist with ongoing engagement with our staff members, assisting with retention.

Disciplinary Actions and Costs

There have been two negotiated exits in the past quarter, both settled and completed.

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

Nil

ĀPITI HANGA / ATTACHMENTS

Nil

5.3 REVENUE RECOVERY REPORT AS AT 31 DECEMBER 2023

File Number: A4570848

Author: Zena Tango, Team Leader - Transaction Services

Authoriser: Jonathan Slavich, Chief Financial Officer

TAKE PŪRONGO / PURPOSE OF THE REPORT

The purpose of this report is to provide quarterly reporting to the Far North District Council Assurance, Risk, and Finance Committee.

WHAKARĀPOPOTO MATUA / EXECUTIVE SUMMARY

This is the second report for the financial year 2023-24 and provides information on actions to be taken to collect the arrears balances for rates, water and sundry debt this year, and to provide information on how collection is tracking against targets.

TŪTOHUNGA / RECOMMENDATION

That Te Miromiro - Assurance, Risk and Finance Committee receive the Revenue Recovery Report as at 31 December 2023.

TĀHUHU KŌRERO / BACKGROUND

This document has been prepared to outline the arrears balances for rates, water, and Sundry debt as of 31 December 2023 and the actions taken by the Revenue Recovery team for the collection of the General Title rates and water, and sundry debt.

This information is part of the standing items reported to the Committee on a regular basis.

MATAPAKI ME NGĀ KŌWHIRINGA / DISCUSSION AND NEXT STEPS

The data provided is for General Title and Māori Freehold Land rates and water accounts with sundry debtors shown in a separate table. Since the 1st of July 2023, the General Title rates total arrears balance has increased 4.4% and the water rates has increased by over 100%. (See footnote A.1 in attachments).

General Title rates and water debt

Key actions since the last report:

- Completed reporting for all properties with mortgages and completed pre-mortgage demand calling.
- Prepared and issued mortgage demand to one major bank.
- Statutory demand proceedings have been lodged against the properties owned by organisations with Law North.
- Law North have submitted applications with the Courts for financial assessments for properties where judgment was received but no payments have been made.
- The wider Transaction services team vacancy has been filled. Revenue recovery team will be at full capacity going forward.

Next actions:

- Prepare and issue mortgage demand to the remaining 4 major financial institutions after the 30th of January 2024 once pre-mortgage demand has been completed.
- Complete statutory demand proceedings against properties owned by organisations with Law North.

For the total number of General Title rates accounts marked as 'Debt recovery action to commence':

- These are properties where there is no mortgage, and we do not have a payment arrangement or direct debit set up on the account.
- 44% of properties only have last year's rates in arrears and 17% have 2 years of arrears. Revenue Recovery will be contacting these owners by phone, email, or letter. Any water arrears will be picked up at the same time.
- 13% of these accounts have arrears of 3 or more rating years. Debt management will start the final demand process for these which can result in referral to Council's legal services team or external to commence legal proceedings.

Māori Freehold Land rates and water debt

The rates debt has decreased by 4% since the start of the year of which 11% was for Māori Freehold land remissions. The water rates were reduced by 33% since the start of the year. (See footnote A.2 in attachments).

Sundry debtors debt

The total sundry debtors aged debt balance has decreased since the start of the year.

Since the prior report, the building debt has dropped while the debt for resource consents has climbed. To lessen this, the revenue recovery team is still collaborating with both teams.

Due to a rise in 90-to-90-day+ debt, Revenue Recovery will devote resources to debt reduction. (See footnote A.3 in attachments)

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

Provision is made annually for doubtful debts in relation to the arrears owed to council. A higher provision for Māori Freehold land rates and water is made in comparison to General Title rates and water due to the difference in collection options available to Council.

ĀPITIHINGA / ATTACHMENTS

1. Revenue Recovery Report attachment as at 31 December 2023 - A4570855 [↓](#) 

Footnote A.1 General Title Rates and Water arrears comparison

Second quarter report 2023-2024 Financial Year General Title Rates

| General Title Rates 2023-2024 | | | | | | | |
|---|--------------|-----------|-----------|-----------|-----------|-----------|------------|
| General Title Rates - 30 September 2023 | 2022-2023 | 2021-2022 | 2020-2021 | 2019-2020 | 2018+ | Total | # accounts |
| Abandoned Land | 66,860 | 59,465 | 55,061 | 56,094 | 117,043 | 354,524 | 40 |
| Payment Arrangement | 36,963 | 14,912 | 10,064 | 4,033 | 2,415 | 68,387 | 19 |
| Deceased Rate Payer | 95,195 | 80,438 | 70,077 | 64,160 | 115,128 | 424,999 | 51 |
| Mortgage Run 2023-2024 | 1,924,390 | 1,208,917 | 932,624 | 607,634 | 859,237 | 5,532,802 | 1,090 |
| Legal Action Commenced (external) | 116,059 | 98,493 | 90,829 | 83,746 | 249,011 | 638,138 | 53 |
| Legal Action Commenced (FNDC) | 15,458 | 14,789 | 14,097 | 14,617 | 31,335 | 90,296 | 7 |
| Liquidation | 2,183 | 2,074 | 1,938 | 1,966 | 2,063 | 10,225 | 2 |
| Direct Debit | 245,727 | 53,660 | 26,243 | 17,437 | 7,080 | 350,147 | 181 |
| Debt recovery action to commence | 1,480,643 | 137,641 | 69,978 | 41,645 | 50,820 | 1,780,727 | 857 |
| Rates Total | 3,983,477.99 | 1,670,389 | 1,270,911 | 891,333 | 1,434,133 | 9,250,245 | 2,300 |

Comparison to the Second quarter report 2022-2023 Financial Year General Title Rates

| General Title Rates Arrears 2022-2023 | | | | | | | |
|--|-----------|-----------|-----------|-----------|-----------|-----------|------------|
| General Title Rates - 31 December 2022 | 2021-2022 | 2020-2021 | 2019-2020 | 2018-2019 | 2017+ | Total | # accounts |
| Abandoned Land | 59,666 | 56,917 | 56,696 | 55,460 | 161,438 | 390,178 | 40 |
| Payment Arrangement | 89,519 | 13,218 | 10,654 | 4,448 | 2,542 | 120,381 | 54 |
| Deceased Rate Payer | 87,962 | 77,590 | 72,476 | 64,794 | 159,536 | 462,357 | 48 |
| Mortgage Run 2022-23 | 1,124,308 | 389,560 | 79,529 | 48,164 | 66,925 | 1,708,485 | 647 |
| Legal Action Commenced (external) | 104,357 | 98,169 | 93,165 | 67,897 | 195,393 | 558,980 | 53 |
| Legal Action Commenced (FNDC) | 16,119 | 15,371 | 15,775 | 12,064 | 29,845 | 89,173 | 8 |
| Liquidation | 2,074 | 1,938 | 1,966 | 1,892 | 171 | 8,041 | 2 |
| Direct Debit | 137,837 | 39,438 | 21,689 | 11,708 | 8,591 | 219,263 | 105 |
| Debt recovery action to commence | 1,475,032 | 997,382 | 653,935 | 507,013 | 923,696 | 4,557,057 | 867 |
| Rates Total | 3,096,874 | 1,689,582 | 1,005,884 | 773,440 | 1,548,137 | 8,113,917 | 1,824 |

Second quarter report 2023-2024 Financial Year General Title Water

| General Water Arrears 2023-2024 | | | | | | | |
|--------------------------------------|-----------|-----------|-----------|-----------|---------|-----------|------------|
| General Title Water 31 December 2023 | 2022-2023 | 2021-2022 | 2020-2021 | 2019-2020 | 2018+ | Total | # accounts |
| Abandoned Land | - | - | - | - | - | - | - |
| Payment Arrangement | 3,711 | 3,302 | 1,850 | 2,207 | 451 | 11,521 | 2 |
| Deceased Rate Payer | 12,673 | 8,590 | 11,689 | 26,763 | 33,677 | 93,393 | 10 |
| Mortgage Run 2023-2024 | 235,734 | 78,257 | 51,956 | 41,618 | 55,047 | 462,613 | 311 |
| Legal Action Commenced (external) | 6,611 | 9,548 | 4,945 | 4,949 | 23,966 | 50,018 | 9 |
| Legal Action Commenced (FNDC) | 5,163 | 6,268 | 4,223 | 4,860 | 10,775 | 31,289 | 4 |
| Liquidation | - | - | - | - | - | - | - |
| Direct Debit | 74,501 | 13,516 | 8,399 | 1,779 | 3,918 | 102,113 | 116 |
| Debt recovery action to commence | 1,581,421 | 519,579 | 384,934 | 285,200 | 456,836 | 3,227,969 | 851 |
| Water Total | 1,919,813 | 639,060 | 467,996 | 367,377 | 584,670 | 3,978,916 | 1,303 |

Comparison to the Second quarter report 2022-2023 Financial Year General Title water

| General Title Water Arrears 2022-2023 | | | | | | | |
|---------------------------------------|-----------|-----------|-----------|-----------|---------|-----------|------------|
| General Title Water 31 December 2022 | 2021-2022 | 2020-2021 | 2019-2020 | 2018-2019 | 2017+ | Total | # accounts |
| Abandoned Land | - | - | - | - | - | - | - |
| Payment Arrangement | 1,430 | 1,301 | 1,282 | 468 | 1,021 | 5,502 | 3 |
| Deceased Rate Payer | 10,051 | 11,689 | 26,763 | 21,266 | 24,327 | 94,097 | 10 |
| Mortgage Run 2021-2022 | 198,361 | 90,420 | 55,804 | 45,020 | 26,883 | 416,488 | 369 |
| Legal Action Commenced (external) | 11,594 | 6,201 | 6,280 | 7,187 | 16,779 | 48,040 | 10 |
| Legal Action Commenced (FNDC) | 6,074 | 4,038 | 4,860 | 3,409 | 7,816 | 26,196 | 2 |
| Liquidation | - | - | - | - | - | - | - |
| Direct Debit | 63,914 | 26,591 | 16,283 | 4,529 | 12,564 | 123,881 | 119 |
| Debt recovery action to commence | 189,731 | 150,257 | 57,959 | 50,456 | 72,883 | 521,287 | 274 |
| Water Total | 481,154 | 290,498 | 169,232 | 132,335 | 162,273 | 1,235,491 | 787 |

Footnote A.2 Maori Freehold Land Rates and Water

Second quarter report 2023-2024 Financial Year Maori Freehold Land Rates

| MFL Rates Arrears 2023-2024 | | | | | | | |
|----------------------------------|------------------|------------------|------------------|------------------|------------------|-------------------|--------------|
| MFL Rates 31 December 2023 | 2022-2023 | 2021-2022 | 2020-2021 | 2019-2020 | 2018+ | Total | # accounts |
| Payment Arrangement | 5,703 | 3,741 | 3,070 | 2,886 | 5,277 | 20,677 | 4 |
| Deceased ratepayer | 21,582 | 20,594 | 20,726 | 20,185 | 13,661 | 96,748 | 12 |
| Direct debit | 37,721 | 29,526 | 28,153 | 25,501 | 42,429 | 163,331 | 21 |
| Abandoned Land | 3,851 | 3,683 | 3,492 | 3,653 | 7,253 | 21,932 | 2 |
| Debt recovery action to commence | 2,169,498 | 2,052,697 | 2,000,258 | 1,934,186 | 1,582,427 | 9,739,066 | 1,233 |
| Rates Total | 2,238,355 | 2,110,241 | 2,055,699 | 1,986,412 | 1,651,046 | 10,041,753 | 1,272 |

Comparison to the Second quarter report 2022-2023 Financial Year Maori Freehold Land Rates

| MFL Rates Arrears 2022-2023 | | | | | | | |
|----------------------------------|------------------|------------------|------------------|----------------|------------------|------------------|--------------|
| MFL Rates 31 December 2022 | 2021-2022 | 2020-2021 | 2019-2020 | 2018-2019 | 2017+ | Total | # accounts |
| Payment Arrangement | 9,626 | 7,425 | 6,637 | 5,166 | 6,573 | 35,428 | 8 |
| Deceased ratepayer | 20,594 | 20,726 | 20,185 | 7,565 | 11,197 | 80,267 | 12 |
| Direct debit | 44,910 | 34,824 | 28,880 | 25,224 | 55,198 | 189,036 | 24 |
| Abandoned Land | 3,683 | 3,492 | 3,653 | 3,604 | 10,551 | 24,983 | 2 |
| Debt recovery action to commence | 2,169,261 | 2,068,720 | 1,997,971 | 900,431 | 2,336,611 | 9,472,995 | 1,266 |
| Rates Total | 2,248,074 | 2,135,188 | 2,057,327 | 941,990 | 2,420,129 | 9,802,708 | 1,312 |

Second quarter report 2023-2024 Financial Year Maori Freehold Water

| MFL Water Arrears 2023-2024 | | | | | | | |
|----------------------------------|---------------|---------------|---------------|---------------|---------------|----------------|------------|
| MFL Water 31 December 2023 | 2022-2023 | 2021-2022 | 2020-2021 | 2019-2020 | 2018+ | Total | # accounts |
| Payment Arrangement | - | - | - | - | - | - | - |
| Direct Debit | 8,733 | 6,221 | 84 | - | - | 15,038 | 5 |
| Debt recovery action to commence | 42,101 | 42,897 | 60,174 | 36,104 | 76,836 | 258,113 | 41 |
| Water total | 50,835 | 49,118 | 60,258 | 36,104 | 76,836 | 273,152 | 46 |

Comparison to the Second quarter report 2022-2023 Financial Year Maori Freehold Land Water

| MFL Water Arrears 2022-2023 | | | | | | | |
|----------------------------------|---------------|---------------|---------------|---------------|---------------|----------------|------------|
| MFL Water 31 December 2022 | 2021-2022 | 2020-2021 | 2019-2020 | 2018-2019 | 2017+ | Total | # accounts |
| Payment Arrangement | - | - | - | - | - | - | - |
| Direct Debit | 7,095 | 688 | - | - | - | 7,783 | 3 |
| Debt recovery action to commence | 48,011 | 68,034 | 49,848 | 53,732 | 95,655 | 315,280 | 43 |
| Water total | 55,106 | 68,721 | 49,848 | 53,732 | 95,655 | 323,062 | 46 |

Footnote A.3 Sundry Debtors

Second quarter report 2023-2024 Financial Year Sundry Debtors

| Sundry Debtors Aged Period Report as at 31 December 2023 | | | | | | |
|--|---------|---------|---------|-----------|-----------|--------|
| Category | 30 Days | 60 Days | 90 Days | 90 Days + | Total | % Debt |
| Sundry | 78,083 | 35,636 | 24,606 | 158,928 | 297,254 | 13% |
| Bookings | 450 | 300 | 640 | 6,775 | 8,165 | 0% |
| Septage | 25,142 | 1,881 | 4,271 | 6,533 | 37,827 | 2% |
| Refuse | - | - | - | 3,030 | 3,030 | 0% |
| Building | 180,428 | 47,745 | 30,667 | 447,941 | 706,782 | 32% |
| Resource | 109,019 | 87,099 | 57,753 | 754,011 | 1,007,881 | 45% |
| Liquor | 5,510 | 4,585 | 3,569 | 2,828 | 16,492 | 1% |
| Health | 14,873 | 2,170 | 5,658 | 133,517 | 156,218 | 7% |
| Total | 413,506 | 179,416 | 127,163 | 1,513,564 | 2,233,650 | 100% |

Comparison to the Second quarter report 2022-2023 Financial Year Sundry Debtors

| Sundry Debtors Aged Period Report as at 31 December 2022 | | | | | | |
|--|---------|---------|---------|-----------|-----------|--------|
| Category | 30 Days | 60 Days | 90 Days | 90 Days + | Total | % Debt |
| Sundry | 197,679 | 611,894 | 17,163 | 81,859 | 908,596 | 52% |
| Bookings | 4,243 | - | - | 4,035 | 8,278 | 0% |
| Septage | 362 | 1,292 | - | 109 | 1,763 | 0% |
| Refuse | - | - | - | 3,030 | 3,030 | 0% |
| Building | 43,228 | 35,705 | 11,921 | 235,151 | 326,005 | 19% |
| Resource | 65,970 | 29,371 | 37,754 | 268,019 | 401,113 | 23% |
| Liquor | 3,496 | 4,060 | 3,243 | 2,966 | 13,765 | 1% |
| Health | 4,883 | 4,443 | 5,631 | 80,304 | 95,260 | 5% |
| Total | 319,860 | 686,764 | 75,712 | 675,474 | 1,757,810 | 100% |

5.4 LEVEL OF SERVICE KPI QUARTER 2 PERFORMANCE REPORT FOR 2023-2024**File Number:** A4570924**Author:** Jarna Sherry, Accounting Support Officer**Authoriser:** Jonathan Slavich, Chief Financial Officer**PURPOSE OF THE REPORT**

The purpose of this report is to present the Level of Service KPI Performance Report for the Assurance, Risk and Finance Committee's consideration.

EXECUTIVE SUMMARY

This report is to present the level of service KPI performance report for the Assurance, Risk and Finance committee's consideration.

RECOMMENDATION

That the Te Miromiro - Assurance, Risk and Finance Committee receive the Level of Service KPI Quarter 2 Performance Report for 2023

BACKGROUND

An overview of staffing and financial data is included to give an overall picture of the activity groups, and what factors may have an influence on performance.

DISCUSSION AND NEXT STEPS

This report is for information only.

FINANCIAL IMPLICATIONS AND BUDGETARY PROVISION

There are no financial implications or budgetary provision needed as a result of this report.

ATTACHMENTS

1. LOS KPI Report Q2 2023-2024 - A4570915 [↓](#) 



Quarterly Performance Report:

Quarter 2: October - December 2023

Performance of Service Level Results

Introduction

Welcome to the performance report for the second quarter of 2023/2024.

This report focuses on the operational KPI's published in the Long Term Plan 2021-2031 that we report in the Annual Report, this includes local government mandatory performance measures by the Department of Internal Affairs (DIA), but does not include internal KPI's relating to the CEO or staff performance.

Roading

To maintain the District's roading network in a satisfactory condition and in accordance with national safety and engineering standards

| Performance Measure | 2022-23 Result | 2023-24 Target | Measures | Oct-23 | Nov-23 | Dec-23 | Q2 Total Performance | YTD Result |
|---|---|----------------|--|---|--------|--------|----------------------|------------|
| The change from the previous financial year in the number of fatalities and serious injury crashes on the local road network, expressed as a number | 38 total 5 fatal 33 serious injury crashes Actual increase in serious injuries and fatalities is 3 | No increase | Fatalities/serious injury crashes 2023/24 | 3 | 3 | 5 | 11 | -3 |
| | | | Fatalities/serious injury crashes 2022/23 | 2 | 5 | 7 | 14 | |
| | | | Variance | 1 | -2 | -2 | -3 | |
| | | | Q2 Performance Comments: | | | | | |
| | | | | We continue to see a high number of Death and Serious Injury crashes over the December holiday period. Although this year is down over last year, it is still much higher than other months. The trend seems to be continuing towards an overall reduction in crashes on the network. | | | | |
| The average quality of ride on a sealed local road network, measured by smooth travel exposure | 92% | >88% | Quality of ride on a sealed local road network 2023/24 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0% |
| | | | Quality of ride on a sealed local road network 2022/23 | 0.0 | 0.0 | 0.0 | 0.0 | |
| | | | | 0.0% | 0.0% | 0.0% | 0.0% | |
| | | | Q2 Performance Comments: | | | | | |
| | | | | Smooth Travel Exposure (STE) is an indication of the percentage of vehicle kilometers travelled on a road network with roughness below a defined roughness threshold. The results are generated at the end of the financial year. | | | | |

| Performance Measure | 2022-23 Result | 2023-24 Target | Measures | Oct-23 | Nov-23 | Dec-23 | Q2 Total Performance | YTD Result | |
|--|----------------|--|---|---------|--------|--------|----------------------|------------|--|
| The percentage of the sealed local road network that is resurfaced | 0.6% | ≥7% of the sealed network resurfaced per annum | Length resurfaced km | 6,021 | 17,241 | 0 | 7,754 | 100.0% | |
| | | | Total length sealed road network | 6,021 | 17,241 | 0 | 7,754 | | |
| | | | % | 100.0% | 100.0% | 0.0% | 100.0% | | |
| | | | Q2 Performance Comments: | | | | | | |
| | | | The resurfacing programme is well underway with completion of the targeted resurfacing expected in Quarter 4. | | | | | | |
| The percentage of customer service requests relating to roads to which the territorial authority responds within the time frame specified: | | | | | | | | | |
| Emergency / Public Safety - within 3 hours | 98.5% | ≥95% | No. responded within timeframe | 14 | 13 | 5 | 32 | 100.0% | |
| | | | Total incidences | 14 | 13 | 5 | 32 | | |
| | | | % | 100.00% | 100.0% | 100.0% | 100.0% | | |
| Urgent - within 7 days | 87.2% | | No. responded within timeframe | 25 | 26 | 15 | 66 | 100.0% | |
| | | | Total incidences | 25 | 26 | 15 | 66 | | |
| | | | % | 100.0% | 100.0% | 100.0% | 100.0% | | |
| Non-urgent - within 14 days | 86.5% | | No. responded within timeframe | 263 | 337 | 254 | 854 | 99.9% | |
| | | | Total incidences | 263 | 338 | 254 | 855 | | |
| | | | % | 100.0% | 99.7% | 100.0% | 99.9% | | |
| | | | Q2 Performance Comments: | | | | | | |
| | | | Very satisfactory result for quarter two that all RFS except one were responded within time frame. | | | | | | |

| | | | | | | | | |
|---|-------|-------------------------------------|----------------------------|---|--------|-------|-----------|--------|
| The maintenance of the roads meets the council level of service targets as specified in our roading maintenance contracts | 65.3% | at least 85% compliant at all times | North (fixed and repaired) | 97.6% | 95.5% | 97.9% | 291.0% | 98.1% |
| | | | South (fixed and repaired) | 98.5% | 96.4% | 96.6% | 291.6% | |
| | | | Total | 98.1% | 96.0% | 97.3% | 99.8% | |
| | | | Q2 Performance Comments: | | | | | |
| | | | | Routine and ordered works completed within response time and achieved more than the targeted timeframe. Completed works are also being audited and are compliant. | | | | |
| The percentage of the sealed local road network that is rehabilitated | 100% | 0.5% | Length completed work km | 0.0 | 3,027 | 0.0 | 3,027.000 | 100.0% |
| | | | Total length planned | 0.0 | 3,027 | 0.0 | 3,027.000 | |
| | | | % | 0.0% | 100.0% | 0.0% | 100.0% | |
| | | | Q2 Performance Comments: | | | | | |
| | | | | The rehab programme is well underway with completion expected in the fourth quarter. | | | | |
| The Hokianga Ferry Service will run in accordance with the advertised timetable | 95.6% | ≥95% | No. runs on time | 887 | 860 | 881 | 2,628 | 96.8% |
| | | | Total scheduled crossings | 916 | 892 | 908 | 2,716 | |
| | | | % | 96.8% | 96.4% | 97.0% | 96.8% | |
| | | | Q2 Performance Comments: | | | | | |
| | | | | No mechanical or weather related interruptions during this quarter. | | | | |

Footpaths

To maintain the District's footpath network and infrastructure to high standards

| Performance Measure | 2022-23 Result | 2023-24 Target | Measures | Oct-23 | Nov-23 | Dec-23 | Q2 Total Performance | YTD Result |
|---|----------------|----------------------------------|-------------------------|---|--------|--------|----------------------|------------|
| The percentage of footpaths within a territorial authority district that fall within the level of service or service standard for the condition of footpaths that is set out in the territorial authority's relevant document (such as its annual plan, activity management plan, asset management plan, annual works program or long term plan). | Grade 1 - 52% | >90% in fair or better condition | Grade 1 - Excellent | 0 | 0 | 0 | | 0.0% |
| | Grade 2 - 37% | | Grade 2 - Good | 0 | 0 | 0 | | |
| | Grade 3 - 9% | | Grade 3 - Average/ Fair | 0 | 0 | 0 | | |
| | Grade 4 - 2% | | Grade 4 - Poor | 0 | 0 | 0 | | |
| | Grade 5 - 0% | | Grade 5 - Very Poor | 0 | 0 | 0 | | |
| | | Q2 Performance Comments: | | | | | | |
| | | | | This KPI is reported annually at the end of financial year. | | | | |

Water Supply

To provide reliable and sustainable water supply, ensuring sustainable development and adequate water supply in times of emergency.

| Performance Measure | 2022-23 Result | 2023-24 Target | Measures | Oct-23 | Nov-23 | Dec-23 | Q2 Total Performance | YTD Result |
|--|-----------------------|--|---|--------|--------|--------|----------------------|------------|
| The extent to which the local authority's drinking water supply complies with: (a) part 4 of the drinking-water standards (bacteria compliance criteria) | All schemes compliant | Each scheme continuously meets the required standards for drinking water | Kaikohe Compliant Y/N | Y | Y | Y | Y | 100.0% |
| | | | Kerikeri Compliant Y/N | Y | Y | Y | Y | 100.0% |
| | | | Paihia Compliant Y/N | Y | Y | Y | Y | 100.0% |
| | | | Kawakawa Compliant Y/N | Y | Y | Y | Y | 100.0% |
| | | | Kaitaia Compliant Y/N | Y | Y | Y | Y | 100.0% |
| | | | Opononi Compliant Y/N | Y | Y | Y | Y | 100.0% |
| | | | Rawene Compliant Y/N | Y | Y | Y | Y | 100.0% |
| The extent to which the local authority's drinking water supply complies with: (b) part 5 of the drinking-water standards (protozoal compliance criteria) | All schemes compliant | Each scheme continuously meets the required standards for drinking water Each scheme to be reported on separately | Kaikohe Compliant Y/N | Y | Y | Y | Y | 100.0% |
| | | | Kerikeri Compliant Y/N | Y | Y | Y | Y | 100.0% |
| | | | Paihia Compliant Y/N | Y | Y | Y | Y | 100.0% |
| | | | Kawakawa Compliant Y/N | N | N | N | N | 0.0% |
| | | | Kaitaia Compliant Y/N | Y | Y | Y | Y | 100.0% |
| | | | Opononi Compliant Y/N | N | N | N | N | 0.0% |
| | | | Rawene Compliant Y/N | N | N | N | N | 0.0% |
| | | | Q2 Performance Comments: | | | | | |
| | | | <p>Bacterial compliance - sampling in the distribution network recorded no breaches of E.coli. There were no boil water notices. There are some administrative "non-conformances" that are being addressed through the installation of new online chlorine monitoring devices.</p> <p>Protozoal compliance - Changes have been made to the Water Standard Document and as such "part 5 of the drinking water standards" no longer applies. This has been replaced by the Drinking Water Quality Assurance Rules (DWQAR). These changes have increased the requirements for protozoa treatment at Kawakawa, Omanaia/Rawene, and Opononi. Funding has been granted to install UV units at these plants. Once installed the plants will comply with protozoa rules. This non-conformance is not assessed as a risk to human health as there have been no reported protozoal illnesses.</p> | | | | | |

| | | | | | | | | |
|--|-------|------|-----------------------|-----------|-----------|-----------|------------|-------|
| The percentage of real water loss from the local authority's networked reticulation system (including a description of the methodology used to calculate this) | 28.3% | <26% | Total Nett Metered | 2,397,754 | 2,397,754 | 2,402,884 | 7,198,392 | 30.4% |
| | | | Total Nett Production | 3,446,110 | 3,446,110 | 3,456,297 | 10,348,517 | |
| | | | % | 30.4% | 30.4% | 30.5% | 30.4% | |

| Performance Measure | 2022-23 Result | 2023-24 Target | Measures | Oct-23 | Nov-23 | Dec-23 | Q2 Total Performance | YTD Result |
|---|-------------------|------------------|---|--------|--------|--------|----------------------|------------|
| Where the local authority attends a call-out in response to a fault or unplanned interruption to its networked reticulation system, the following median response times measured: | | | | | | | | |
| (a) attendance for urgent call-outs: from the time that the local authority receives notification to the time that service personnel reach the site | 1.0125 | < 2 hours | Median attend time | 0.58 | 0.58 | 0.61 | 0.61 | 0.61 |
| (b) resolution of urgent call-outs: from the time that the local authority receives notification to the time that service personnel confirm resolution of the fault or interruption. | 6.32 | < 4 hours | Median response time | 6.18 | 6.18 | 6.18 | 6.18 | 6.18 |
| (c) attendance for non-urgent call-outs: from the time that the local authority receives notification to the time that service personnel reach the site, and | 0.665 | < 2 working days | Median attend time | 0.26 | 0.54 | 0.56 | 0.56 | 0.61 |
| (d) resolution of non-urgent call-outs: from the time that the local authority receives notification to the time that service personnel confirm resolution of the fault or interruption. | 0.76 Working days | <3 working days | Median response time | 0.51 | 0.67 | 0.73 | 0.73 | 0.70 |
| | | | Q2 Performance Comments: | | | | | |
| | | | Two urgent RFS's received in October, (one at 2:42am. Broken 100mm AC Line), restoration time was 10.07hrs due to the time and nature of the break. In November a major break was experienced, restoration time 52.53 hrs. This was a major break on the 150mm main, in the middle of the CBD that required planned traffic management and outage to repair. The two urgent RFS's for December had an extended restoration time due to the nature of the break, one received 5:45am. Broken 200mm PVC line, restoration took 2.6hours. The other breaks restoration time was 12hrs (Broken 100mm PVC line). | | | | | |

| Performance Measure | 2022-23 Result | 2023-24 Target | Measures | Oct-23 | Nov-23 | Dec-23 | Q2 Total Performance | YTD Result |
|--|----------------|--|---|-----------|-----------|-----------|----------------------|------------|
| The total number of complaints received by the local authority about any of the following: (a) drinking water clarity (a) drinking water taste (b) drinking water odour (c) drinking water pressure or flow (d) continuity of supply, and (e) the local authority's response to any of these issues expressed per 1000 connections to the local authority's networked reticulation system. | 22.97 | Less than 100 complaints per 1000 properties | Complaints YTD | 67 | 79 | 99 | 99 | 99.00 |
| | | | Monthly complaints | 12 | 12 | 20 | 44 | |
| | | | Number connected properties | 10,439 | 10,439 | 10,439 | 10,439 | |
| | | | Total per 1000 properties | 6.42 | 7.57 | 9.48 | 9.5 | |
| | | | Q2 Performance Comments: | | | | | |
| | | | The number of connected properties was updated in November following the Audit. All of the RFS' in October, and the majority of those in November, were in regard to continuity of supply due to temporary water outages to complete emergency repairs. | | | | | |
| The average consumption of drinking water per day per resident within the territorial authority district | 268.02 | ≤ 350L per person per day | Volume consumed this month | 2,397,754 | 2,397,754 | 2,402,884 | 2,399,464 | 269.10 |
| | | | No of residents | 24,429 | 24,429 | 24,429 | 24,429 | |
| | | | Consumption per resident | 268.91 | 268.91 | 269.48 | 269.10 | |

Wastewater

To provide reliable waste water infrastructure, protecting the environment and community

| Performance Measure | 2022-23 Result | 2023-24 Target | Measures | Oct-23 | Nov-23 | Dec-23 | Q2 Total Performance | YTD Result |
|--|----------------|---------------------------|--|--------|--------|--------|----------------------|------------|
| The number of dry weather sewerage overflows from the territorial authority's sewerage system, expressed per 1000 sewerage connections to that sewerage system | 3.13 | ≤ 12 per 1000 connections | Number affected | 3 | 4 | 0 | 7 | 2.10 |
| | | | Number connected properties | 12,358 | 12,358 | 12,358 | 12,358 | |
| | | | Total per 1000 properties | 0.24 | 0.32 | 0.00 | 0.57 | |
| | | | Q2 Performance Comments: | | | | | |
| | | | All the dry weather overflows for October were in the Northern area. The main cause of the overflows was blockages. During November two of the four blockages were in the Northern area, the remaining two were in the South. All were due to blockages, one of which was a tree root infiltration. No Dry Weather Spills reported for December. | | | | | |

Compliance with the territorial authority's resource consents for discharge from its sewerage system, measured by the number of:

| | | | | | | | | |
|--------------------------|---|-----------|-------------------|---|---|---|---|---|
| (a) abatement notices | 2 | 2 or less | Number of notices | 0 | 0 | 0 | 0 | 0 |
| (b) infringement notices | 5 | 1 or less | Number of notices | 0 | 0 | 0 | 0 | 1 |
| (c) enforcement orders | 0 | 0 | Number of notices | 0 | 0 | 0 | 0 | 0 |
| (d) convictions | 0 | 0 | Number of notices | 0 | 0 | 0 | 0 | 0 |
| | | | | Q2 Performance Comments: | | | | |
| | | | | No enforcement actions reported during quarter two. | | | | |

Where the territorial authority attends to sewerage overflows resulting from a blockage or other fault in the territorial authority's sewerage system, the following MEDIAN response times are measured:

| | | | | | | | | | |
|---|------|-----------|------------------------------|--|----------|----------|------|------|--|
| a) attendance time: from the time that the territorial authority receives notification to the time that service personnel reach the site | 1.42 | ≤ 2 hours | Median attend time (hours) | 1.17 | 1.21 | 1.21 | 1.21 | 1.21 | |
| | | | Achieved/Not Achieved: | Achieved | Achieved | Achieved | | | |
| b) resolution time: from the time that the territorial authority receives notification to the time that service personnel confirm resolution of the blockage or other fault | 2.85 | ≤ 4 hours | Median response time (hours) | 2.17 | 2.13 | 2.13 | 2.13 | 2.12 | |
| | | | Achieved/Not Achieved: | Achieved | Achieved | Achieved | | | |
| | | | | Q2 Performance Comments: | | | | | |
| | | | | 20 Sewerage overflows reported, attended and contained within the Median KPI | | | | | |

| Performance Measure | 2022-23 Result | 2023-24 Target | Measures | Oct-23 | Nov-23 | Dec-23 | Q2 Total Performance | YTD Result |
|--|----------------|---------------------------------|---|--------|--------|--------|----------------------|------------|
| Where Council attends to sewerage overflows resulting from a blockage or other fault in the Council's sewerage system, the following response times are measured: | | | | | | | | |
| a) attendance | 73.3% | ≥ 95% responded in ≤ 2 hours | No. attended in 2 or less hours | 8 | 6 | 2 | 16 | 80.6% |
| | | | Total incidences | 9 | 9 | 2 | 20 | |
| | | | % | 88.9% | 66.7% | 100.0% | 80.0% | |
| b) resolution to prevent overflow | 72.6% | ≥ 95% responded to in ≤ 4 hours | No. resolved in 4 or less hours | 8 | 6 | 2 | 16 | 83.6% |
| | | | Total incidences | 9 | 9 | 2 | 20 | |
| | | | % | 88.9% | 66.7% | 100.0% | 80.0% | |
| | | | Q2 Performance Comments: | | | | | |
| | | | A lower success rate in November due to staff shortages, recruitment is still ongoing. Good to see 100% response rate achieved in December. | | | | | |
| The total number of complaints received by the territorial authority about any of the following: a) sewage odour b) sewerage system faults c) sewerage system blockages, and the territorial authority's response to issues with its sewerage system, expressed per 1000 connections to the territorial authority's sewerage syst | 25.89 | ≤ 50 per 1000 connections | Number affected | 13 | 21 | 18 | 52 | 11.49 |
| | | | Number connected properties | 12,358 | 12,358 | 12,358 | 12,358 | |
| | | | Total per 1000 properties | 1.05 | 1.70 | 1.46 | 4.21 | |
| | | | Q2 Performance Comments: | | | | | |
| | | | Around half of the complaints received were due to blockages, there was also a number of pipe breaks and also third party damage. | | | | | |

Stormwater

To enable sustainable development through urban storm water infrastructure, protecting the environment and community

| Performance Measure | 2022-23 Result | 2023-24 Target | Measures | Oct-23 | Nov-23 | Dec-23 | Q2 Total Performance | YTD Result |
|--|--------------------|----------------|--|--------|--------|--------|----------------------|------------|
| The number of flooding events that occur in a territorial authority district | 1 | 1 or less | Number of events | 0 | 0 | 0 | 0 | 0 |
| For each flooding event, the number of habitable floors affected. (Expressed per 1000 properties connected to the territorial authority's Stormwater system.) | 0 | 0 | Number affected | 0 | 0 | 0 | 0 | 0.0% |
| | | | Number connected properties | 15,907 | 15,907 | 15,907 | 15907 | |
| | | | Total per 1000 properties | 0.0% | 0.0% | 0.0% | 0.0% | |
| | | | Q2 Performance Comments: | | | | | |
| | | | No flooding events reported during this quarter. | | | | | |
| (a) abatement notices | 0 | 1 or less | Number of notices | 0 | 0 | 0 | 0 | 0 |
| (b) infringement notices | 0 | 0 | Number of notices | 0 | 0 | 0 | 0 | 0 |
| (c) enforcement orders | 0 | 0 | Number of notices | 0 | 0 | 0 | 0 | 0 |
| (d) convictions received by the territorial authority in relation to these resource consents | 0 | 0 | Number of notices | 0 | 0 | 0 | 0 | 0 |
| The median response time to attend a flooding event, measured from the time that the territorial authority receives notification to the time that service personnel reach the site | No events recorded | ≤ 48 hours | Median response time (hours) | 0 | 0 | 0 | 0 | 0 |
| | | | Q2 Performance Comments: | | | | | |
| | | | No flooding events reported during this quarter. | | | | | |

| Performance Measure | 2022-23 Result | 2023-24 Target | Measures | Oct-23 | Nov-23 | Dec-23 | Q2 Total Performance | YTD Result |
|---|----------------|----------------|--|--------|--------|--------|----------------------|------------|
| The number of complaints received by a territorial authority about the performance of its Stormwater system, expressed per 1000 properties connected to the territorial authority's Stormwater system | 11.19 | No complaints | Number complaints | 10 | 3 | 12 | 25 | 3.77 |
| | | | Number connected properties | 15,907 | 15,907 | 15,907 | 15,907 | |
| | | | Total per 1000 properties | 0.63 | 0.19 | 0.75 | 1.57 | |
| | | | Q2 Performance Comments: | | | | | |
| | | | The majority of the requests in this quarter were for drain / culvert clearing There were originally 8 RFS for November, but 5 were duplicates or private issues not related to council's Storm Water system. | | | | | |

Solid Waste Management

To decrease the proportion of waste sent to landfill and increase the proportion of waste that is sent for recycling, promoting the sustainable management of resources and benefitting future generations

| Performance Measure | 2022-23 Result | 2023-24 Target | Measures | Oct-23 | Nov-23 | Dec-23 | Q2 Total Performance | YTD Result |
|---|----------------|-------------------------------|--|--------|--------|--------|----------------------|------------|
| Percentage by tonnage of waste from refuse transfer station that is recycled/ reused | 58.2% | 64% | Tonnage recycled/reused | 959 | 917 | 832 | 2,707 | 58.4% |
| | | | Total Tonnage | 1,572 | 1,552 | 1,548 | 4,673 | |
| | | | % | 61.0% | 59.1% | 53.7% | 57.9% | |
| All refuse transfer stations are open to the public no more than 30 mins late once a year | 98% | 95% within the set time frame | Number of reports or complaints regarding late openings | 0 | 0 | 0 | 0 | 0.0% |
| | | | Number of days opened across all sites per month. Summer = 648 days per month Winter = 580 day per month | 580 | 580 | 648 | 1,808 | |
| | | | % | 0.0% | 0.0% | 0.0% | 0.0% | |
| | | | Q2 Performance Comments: | | | | | |
| | | | No late openings this quarter. | | | | | |

Attending to RFS relating to illegal dumping

| | | | | | | | | |
|--|-------|--------------------------|--------------------------------|-------|-------|-------|-------|-------|
| Offensive waste: pick up within 24 hours | 100% | 95% within set timeframe | No. collected within timeframe | 0 | 0 | 0 | 0 | 0.0% |
| | | | Total incidences | 0 | 0 | 0 | 0 | |
| | | | % | 0.0% | 0.0% | 0.0% | 0.0% | |
| Standard waste: pick up within 4 days | 85.5% | | No. collected within timeframe | 13 | 13 | 12 | 38 | 74.3% |
| | | | Total incidences | 17 | 24 | 20 | 61 | |
| | | | % | 76.5% | 54.2% | 60.0% | 62.3% | |

District Facilities

Cemeteries

To ensure cemeteries are operated in a way that meets the community's needs

| To ensure cemeteries are operated in a way that meets the community's needs | | | | | | | | | |
|---|-----------------------|--|---|--------|--------|--------|----------------------|------------|--|
| Performance Measure | 2022-23 Result | 2023-24 Target | Measures | Oct-23 | Nov-23 | Dec-23 | Q2 Total Performance | YTD Result | |
| All grave digging services are carried out respectfully, safe and the site is kept in a clean and tidy state. | 3 complaints received | No more than 1 complaint received regarding our grave digging services | No. complaints received | 0 | 0 | 0 | 0 | | |
| | | | Q2 Performance Comments | | | | | | |
| | | | No complaints received regarding grave digging services. These continue to be monitored by auditing measures. | | | | | | |

Civic and Community Buildings

To provide buildings for public recreation and leisure

| Performance Measure | 2021-22 Result | 2022-23 Target | Measures | Oct-22 | Nov-22 | Dec-22 | Q2 Total Performance | YTD Result |
|--|----------------|-------------------------|--|--------|--------|--------|----------------------|------------|
| All Civic and Community buildings are safe for Community use and meet all statutory legislation levels | 63 | All buildings compliant | Number uncertified | 0 | 0 | 0 | 0 | 0 |
| | | | | | | | | |
| | | | All buildings remain compliant throughout the quarter. | | | | | |

Housing for the Elderly

To provide housing for the elderly that is affordable, safe, well maintained, and strategically located

| Performance Measure | 2022-23 Result | 2023-24 Target | Measures | Oct-23 | Nov-23 | Dec-23 | Q2 Total Performance | YTD Result | | |
|---|------------------------------|---------------------|-----------------------------------|---|--------|--------|----------------------|------------|--|--|
| Occupancy of available units | 92.7% | 95% | Occupied Units | 128 | 125 | 125 | 125 | 87.5% | | |
| | | | Total Units | 144 | 144 | 144 | 144 | | | |
| | | | % | 88.9% | 86.8% | 86.8% | 86.8% | | | |
| Percentage of faults responded within: Emergency - 12 hours | No emergency faults reported | 100% | No. responded within timeframe | 0 | 0 | 0 | 0 | 0.0% | | |
| | | | Total incidences | 0 | 0 | 0 | 0 | | | |
| | | | % | 0.0% | 0.0% | 0.0% | 0.0% | | | |
| Percentage of faults responded within: Urgent - 2 days | 81.4% | 95% | No. responded within timeframe | 3 | 2 | 4 | 9 | 94.7% | | |
| | | | Total incidences | 4 | 2 | 4 | 10 | | | |
| | | | Total incidences | 75.0% | 100.0% | 100.0% | 90.0% | | | |
| Percentage of faults responded within: Non Urgent - 7 days | 79.4% | >85% | No. responded within timeframe | 28 | 21 | 20 | 69 | 93.8% | | |
| | | | % | 29 | 26 | 21 | 76 | | | |
| | | | | 96.6% | 80.8% | 95.2% | 90.8% | | | |
| Maintenance inspections on units carried out at least once a year | 50% | Maintain / Increase | Number of units | 144 | 144 | 144 | 144 | 50.0% | | |
| | | | Number of inspections carried out | 56 | 22 | 0 | 78 | | | |
| | | | | Q2 Performance Comments | | | | | | |
| | | | | 6 monthly inspections completed. One urgent affected by extended staff absence, affecting overall result. | | | | | | |

Public Toilets

Council will provide well maintained and accessible public toilets in high use areas.

| Performance Measure | 2022-23 Result | 2023-24 Target | Measures | Oct-23 | Nov-23 | Dec-23 | Q2 Total Performance | YTD Result | | |
|--|----------------|----------------|------------------------|--|--------|--------|----------------------|------------|--|--|
| Increase the number of public toilets with disabled access per annum in line with facility renewal/upgrades | 1 | 2 | Number completed | 0 | 0 | 0 | 0 | 0 | | |
| Ensure that public toilets are maintained to a cleanliness standard that enables users to have a pleasant experience | 79.8 | >90% | Number of audits met | 17 | 10 | 10 | 37 | 85.7% | | |
| | | | Total number of audits | 18 | 12 | 11 | 41 | | | |
| | | | % | 94.4% | 83.3% | 90.9% | 90% | | | |
| | | | | Q2 Performance Comments | | | | | | |
| | | | | Target met for this quarter. Low amount of audits produced by contractor for November and December due to a cyber security attack. | | | | | | |

Customer Services

Council provides the right services, in the right places, to the agreed standard

| Performance Measure | 2022-23 Result | 2023-24 Target | Measures | Oct-23 | Nov-23 | Dec-23 | Q2 Total Performance | YTD Result |
|--|----------------|---------------------|--|--|--------|--------|----------------------|------------|
| Percentage of abandoned calls (Contact Centre) | 22.0% | <12% | Abandoned calls | 1,729 | 2,027 | 1,487 | 5,243 | 42.4% |
| | | | Total calls received | 5,218 | 5,545 | 3,715 | 14,478 | |
| | | | Percentage % | 33.1% | 36.6% | 40.0% | 36.2% | |
| | | | Q2 Performance Comments | | | | | |
| | | | | The percentage of abandoned calls performance remains volatile due to low resourcing levels as new staff are onboarded, but is trending positively downward this quarter | | | | |
| Service Centre users' satisfaction | 2.89 | Maintain / Increase | User satisfaction 2023/24 | 4.00 | 4.00 | 3.60 | 3.87 | 0.07 |
| | | | User satisfaction 2022/23 | 3.90 | 3.70 | 3.80 | 3.80 | |
| | | | Change from previous year | 0.10 | 0.30 | -0.20 | 0.07 | |
| | | | Q2 Performance Comments | | | | | |
| | | | | User satisfaction rates remain steady, with spikes of less than 1% indicating overall customer satisfaction with services received. | | | | |
| Percentage of customer enquiries resolved at first point of contact. | 48% | 67% | Number of enquiries | 1,065 | 1,291 | 573 | 2,929 | 77.6% |
| | | | Number of enquiries resolved at first point of contact | 776 | 1039 | 377 | 2192 | |
| | | | Percentage % | 72.9% | 80.5% | 65.8% | 74.8% | |
| | | | Q2 Performance Comments | | | | | |
| | | | | Percentage of enquiries resolved at first point of contact have declined during the first part of this quarter due to query complexity and inexperienced staff requiring greater support to assist in resolving these. | | | | |

i-SITEs

To provide booking and information services through the District's Information Centres, influencing visitors to stay longer and spend more

| To provide booking and information services through the District's Information Centres, encouraging visitors to stay longer and spend more | | | | | | | | | |
|--|----------------|---|--|---------|---------|---------|----------------------|------------|--|
| Performance Measure | 2022-23 Result | 2023-24 Target | Measures | Oct-23 | Nov-23 | Dec-23 | Q2 Total Performance | YTD Result | |
| Number of visitor bookings through the Information centres will show an increase each year | -7.7% | ≥1% increase on previous year | Visitor bookings 2023/24 | 1,538 | 1,920 | 2,461 | 5,919 | -3.5% | |
| | | | Visitor bookings 2022/23 | 1,467 | 2,086 | 2,579 | 6,132 | | |
| | | | Percentage change % | 4.8% | -8.6% | -4.6% | -3.5% | | |
| | | | Q2 Performance Comments | | | | | | |
| | | | Despite decreased total transaction numbers in November and December, compared to the same period last year. Revenue has been up for both months in 2023 when looking at IBIS reports. This may be due to fewer transactions but higher spending. | | | | | | |
| Increase net profit on retail sales by 1% per year (profit increase on previous year) | -24.4% | Retail sales net profit ≥1% increase on previous year | Percent net profit 2023/24 | -14.5% | -11.6% | -7.5% | -11.2% | -303.5% | |
| | | | Percent net profit 2022/23 | 442.0% | 260.0% | 174.8% | 292.3% | | |
| | | | Change in percent net profit | -456.5% | -271.6% | -182.3% | -303.5% | | |
| | | | Q2 Performance Comments | | | | | | |
| | | | We are currently waiting on our most popular products to be restocked. Examining the net profit from retail sales in 2022/23 in contrast to the net profit in 2021/22, a significant surge is evident, primarily attributed to the impact of Covid-19 and the subsequent 'evening out' of visitors and percent net profit. | | | | | | |
| Customer/Visitor satisfaction | 3.3 | Maintain / Increase | User Satisfaction 2023/24 | 5 | 5 | 5 | 5 | 3.33 | |
| | | | User Satisfaction 2022/23 | 5 | 5 | 5 | 5 | | |
| | | | Change | 0.0% | 0.0% | 0.0% | 0.0% | | |
| | | | Q2 Performance Comments | | | | | | |
| | | | The isites consistently receive good feedback from visitors and locals. | | | | | | |

Libraries

To provide quality library services for the benefit of all of the community

| To provide quality library services for the benefit of all of the community | | | | | | | | | |
|---|----------------|-------------------------------|---|---------|---------|---------|----------------------|------------|--|
| Performance Measure | 2022-23 Result | 2023-24 Target | Measures | Oct-23 | Nov-23 | Dec-23 | Q2 Total Performance | YTD Result | |
| Customer/Visitor satisfaction | 3.8 | Maintain / Increase | Visitor satisfaction 2023/24 | 4.20 | 5.00 | 4.00 | 4.40 | 0.77 | |
| | | | Visitor satisfaction 2022/23 | 2.88 | 4.14 | 3.86 | 3.63 | | |
| | | | Change | 4 | 4 | 3.6 | 0.77 | | |
| | | | Q2 Performance Comments | | | | | | |
| | | | A low response rate continues to impact the overall customer satisfaction rates; however, we are pleased to report customer satisfaction levels of 4 out of 5 for this quarter. | | | | | | |
| Increase the percentage of online library service use | 63.3% | ≥1% increase on previous year | Online hits 2023/24 | 184,763 | 179,991 | 185,067 | 549,821 | 21.1% | |
| | | | Online hits 2022/23 | 160,550 | 144,115 | 144,982 | 449,647 | | |
| | | | Percentage change % | 15.1% | 24.9% | 27.6% | 22.3% | | |
| | | | Q2 Performance Comments | | | | | | |
| | | | Use of online library services continue to grow steadily, reflecting ongoing curation and investment into the 'virtual library'. | | | | | | |

| | | | | | | | | |
|--|-------|------------------------------|---|--|--------|--------|--------|--------|
| Increase the total library membership relevant to the population of the District | 47.5% | Maintain / Increase | Membership numbers | 34,697 | 34,859 | 34,983 | 34,846 | 48.7% |
| | | | District population | 71,000 | 71,000 | 71,000 | 71,000 | |
| | | | Percentage % | 48.9% | 49.1% | 49.3% | 49.1% | |
| Increase in number of attendees at library events and programmes | 94.5% | 5% Increase on previous year | Number of events held | 266 | 346 | 164 | 776 | -35.2% |
| | | | Number of attendees | 1,764 | 1,930 | 959 | 4,653 | |
| | | | Average Number of attendees per event 2023/24 | 7 | 6 | 6 | 6 | |
| | | | Average Number of attendees per event 2022/23 | 10 | 11 | 15 | 12 | |
| | | | % Change | -32.2% | -47.3% | -61.6% | -47.9% | |
| | | | Q2 Performance Comments | | | | | |
| | | | | Library membership continues to grow steadily. The number of library events and number of overall session attendees are also maintaining steady user numbers. This is a direct result of additional programmes being added, promotion of existing programmes. Some of the newer offerings are aimed at small groups of 5 or less accounting for reduction on average attendee numbers per event. | | | | |

Museums

To provide quality museum services for the benefit of all in the community.

| Performance Measure | 2022-23 Result | 2023-24 Target | Measures | Oct-23 | Nov-23 | Dec-23 | Q2 Total Performance | YTD Result |
|---|--------------------------|---------------------------|---|--------|--------|--------|----------------------|---------------------|
| Customer and Visitor satisfaction | No Survey responses | 1% Increase on prior year | Surveys Received | 0 | 0 | 0 | 0 | No Surveys Received |
| | | | Survey Satisfaction Rating | 0 | 0 | 0 | 0 | |
| Increase in the number of visitors to the museum (door count) | 228% increase on 2021/22 | 1% Increase on prior year | Number of visitors 2023/24 | 3,048 | 3,208 | 2,701 | 8,957 | 97.9% |
| | | | Number of visitors 2022/23 | 2,495 | 975 | 3,194 | 6,664 | |
| | | | % Change | 22.2% | 229.0% | -15.4% | 34.4% | |
| Increase in the number of research requests completed | 301% increase on 2021/22 | 1% Increase on prior year | Number of research requests completed 2023/24 | 33 | 44 | 27 | 104 | 167.8% |
| | | | Number of research requests completed 2022/23 | 12 | 11 | 22 | 45 | |
| | | | % Change | 275.0% | 400.0% | 122.7% | 231.1% | |
| | | | Q2 Performance Comments | | | | | |
| | | | A dedicated focus on events, displays, and Saturday openings contributed to a significant 33% increase compared to the previous year. This underscores a positive trajectory in the museum's ongoing post Covid-19 recovery endeavours. | | | | | |

Environmental Management
Animal Control

To ensure animal related activities are managed in accordance with legislative requirements

| Performance Measure | 2022-23 Result | 2023-24 Target | Measures | Oct-23 | Nov-23 | Dec-23 | Q2 Total Performance | YTD Result | |
|--|----------------|----------------|--------------------------------|---|--------|--------|----------------------|------------|--|
| Respond to reported incidents by contacting customer and arranging next steps within the following timeframes: | | | | | | | | | |
| Urgent within 1.5 hours | 94.5% | ≥93% | No. responded within timeframe | 54 | 55 | 30 | 139 | 92.5% | |
| | | | Total incidences | 58 | 56 | 31 | 145 | | |
| | | | % | 93.1% | 98.2% | 96.8% | 95.9% | | |
| Non-urgent within 3 days | 92.80% | ≥93% | No. responded within timeframe | 298 | 297 | 172 | 767 | 95.0% | |
| | | | Total incidences | 308 | 312 | 189 | 809 | | |
| | | | % | 96.8% | 95.2% | 91.0% | 94.8% | | |
| | | | Q2 Performance Comments | | | | | | |
| | | | | Due to staff shortages non-urgent RFS look lower in November and December. This is due to notes being added late. RFS was responded to on time. | | | | | |

Environmental Health

To monitor food premises in accordance with the requirements of the Food Act, 2014.

| Performance Measure | 2022-23 Result | 2023-24 Target | Measures | Oct-23 | Nov-23 | Dec-23 | Q2 Total Performance | YTD Result |
|--|----------------|---|----------------------------|--|--------|--------|----------------------|------------|
| Food Control Plan and National Programme audits completed as scheduled | 84.0% | ≥95% of all food control plans and national programs assessed | No. completed as scheduled | 17 | 35 | 25 | 77 | 92.8% |
| | | | Total scheduled | 20 | 36 | 26 | 82 | |
| | | | % | 85.0% | 97.2% | 96.2% | 93.9% | |
| | | | Q2 Performance Comments | | | | | |
| | | | | The verifications not completed were cancelled due to the operator being unprepared, all have been rescheduled and completed in the following month. | | | | |

Monitoring and Enforcement

To ensure compliance with Resource Management Act relating to noise pollution

| Performance Measure | 2022-23 Result | 2023-24 Target | Measures | Oct-23 | Nov-23 | Dec-23 | Q2 Total Performance | YTD Result |
|--|----------------|---------------------------|--------------------------------|---|--------|--------|----------------------|------------|
| Respond to noise complaints within the following timeframes: | | | | | | | | |
| In urban areas: 1 hour | 75.6% | ≥95% within set timeframe | No. responded within timeframe | 55 | 60 | 71 | 186 | 83.6% |
| | | | Total incidences | 63 | 69 | 84 | 216 | |
| | | | % | 87.3% | 87.0% | 84.5% | 86.1% | |
| In rural areas: 2 hours | 86.7% | ≥95% within set timeframe | No. responded within timeframe | 6 | 7 | 22 | 35 | 90.4% |
| | | | Total incidences | 6 | 9 | 25 | 40 | |
| | | | % | 100.0% | 77.8% | 88.0% | 87.5% | |
| | | | Q2 Performance Comments | | | | | |
| | | | | This is a challenging KPI due to the size and remoteness of the district and the contractor having to span resources across it. In some cases, it is not possible for the contractor to travel to the location of the complaint within the given time frame. Response is also reliant on police assistance to attend for many properties which is reliant on Policing resources for attendance. | | | | |

District Licensing

To license and monitor the sale of liquor in accordance with the Sale and Supply of Alcohol Act, 2012.

| Performance Measure | 2022-23 Result | 2023-24 Target | Measures | Oct-23 | Nov-23 | Dec-23 | Q2 Total Performance | YTD Result | |
|---|----------------|-----------------------------------|-------------------------|---|--------|--------|----------------------|------------|--|
| All licensed premises to be visited for Host Responsibility inspections at least once every four years. | 99.0% | <75% of premises visited annually | No. premises visited | 20 | 17 | 13 | 50 | 20.1% | |
| | | | Total premises | 234 | 234 | 234 | 234 | | |
| | | | % | 8.5% | 7.3% | 5.6% | 21.4% | | |
| | | | Q2 Performance Comments | | | | | | |
| | | | | 40% of premises have now been visited. This sees the department on track to meet the target by the end of quarter four. | | | | | |

Resource Consent Management

To administer and enforce the Resource Management Act 1991.

| To administer and enforce the Resource Management Act 1991. | | | | | | | | | |
|--|----------------|----------------|--------------------------------|---|--------|--------|----------------------|------------|--|
| Performance Measure | 2022-23 Result | 2023-24 Target | Measures | Oct-23 | Nov-23 | Dec-23 | Q2 Total Performance | YTD Result | |
| Respond to compliance incidents within 3 working days | 80.8% | ≥94% | No. responded within timeframe | 34 | 15 | 9 | 58 | 85.4% | |
| | | | Total incidences | 45 | 18 | 9 | 72 | | |
| | | | % | 75.6% | 83.3% | 100.0% | 80.6% | | |
| Process applications made under the Resource Management Act 1991 within statutory timeframes | 21.7% | ≥95% | No. processed within timeframe | 15 | 31 | 14 | 60 | 37.1% | |
| | | | Total applications | 51 | 76 | 38 | 165 | | |
| | | | % | 29.4% | 40.8% | 36.8% | 36.4% | | |
| | | | Q2 Performance Comments | | | | | | |
| | | | | Low performance is due to historic application volumes and shortage of staff. Staff capacity has been improved and once historic applications are processed this compliance will improve. | | | | | |

Building Consent Management

To comply with current legislative requirements with regards to processing building consent applications

| Performance Measure | 2022-23 Result | 2023-24 Target | Measures | Oct-23 | Nov-23 | Dec-23 | Q2 Total Performance | YTD Result | |
|---|----------------|----------------|--|--------|--------|--------|----------------------|------------|--|
| Process building consents within statutory timeframes | 100.0% | ≥95% | No. processed within timeframe | 97 | 98 | 73 | 268 | 100.0% | |
| | | | Total applications | 97 | 98 | 73 | 268 | | |
| | | | % | 100.0% | 100.0% | 100.0% | 100.0% | | |
| | | | Q2 Performance Comments | | | | | | |
| | | | Overall consent numbers are trending down compared to pervious years which along with diligent staff has resulted in a 100% compliance rate. | | | | | | |

5.5 HEALTH SAFETY AND WELLBEING REPORT - QUARTER 2 - 2023-2024**File Number: A4569052****Author: Ian Wilson, Manager - Health, Safety and Well Being****Authoriser: Jonathan Slavich, Chief Financial Officer****TAKE PŪRONGO / PURPOSE OF THE REPORT**

To highlight the health, safety and wellbeing risk to Council during Q2

WHAKARĀPOPOTO MATUA / EXECUTIVE SUMMARY

The risk levels of critical risks are discussed and improvements suggested.

TŪTOHUNGA / RECOMMENDATION

That Te Miromiro – Assurance, Risk and Finance Committee:

- a) accept the format of the HSW Report; and
- b) agree with the improvement suggestions made in the report for Q3 to reduce HSW risk to Council.


1) TĀHUHU KŌRERO / BACKGROUND

Following on from the training delivered to the elected members by Mike Cosman the HSW Report is designed to highlight HSW risk and provide assurance that work plans are in place to reduce the level of risk.

2) MATAPAKI ME NGĀ KŌWHIRINGA / DISCUSSION AND OPTIONS

Please refer to attachment.

ĀPITI HANGA / ATTACHMENTS

1. HSW ARF report 2023-4 Q2 (1) - A4568914  

Health, Safety and Wellbeing report to the Assurance, Risk & Finance Committee Q2 2023-4

1. Introduction

This is the Q2 2023-4 Health, Safety and Wellbeing report to the Assurance, Risk and Finance (ARF) Committee of the Far North District Council (FNDC). The report uses data from various sources to demonstrate how the main critical risks to Council are identified and managed as well as how wellbeing is monitored. The report will identify health, safety and wellbeing risk to FNDC, how those risks are managed, and areas for improvement.

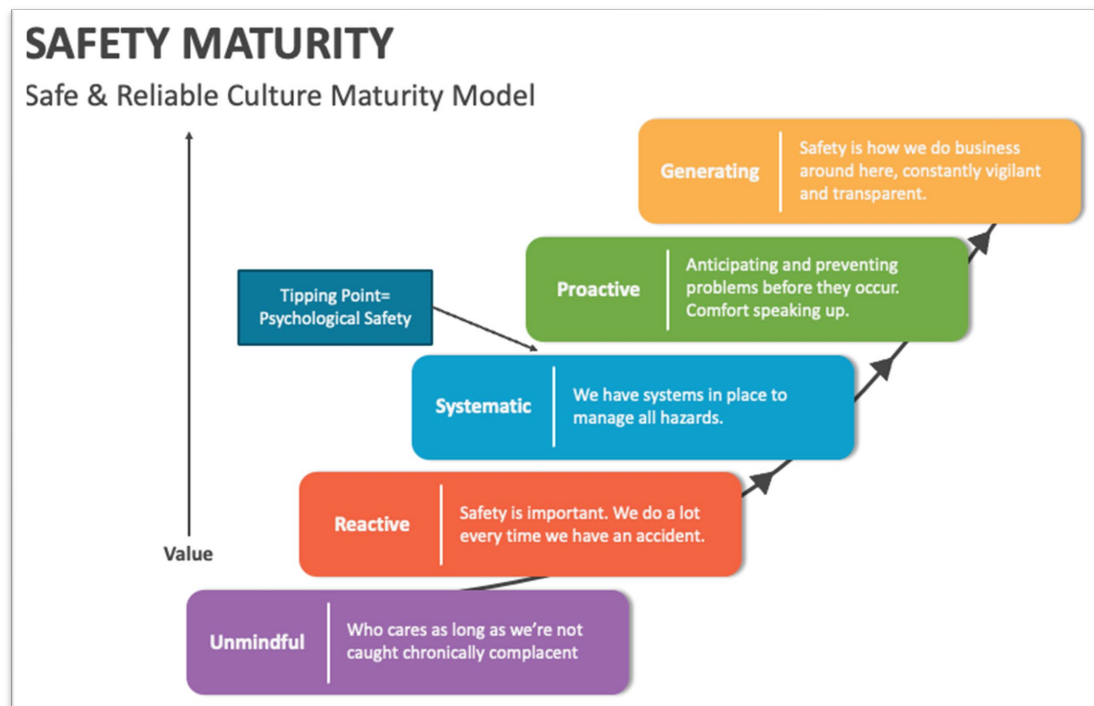


Figure 1: the graph above represents how safety systems mature over time when managed well. The HSW team believe the FNDC H&S system maturity currently sits past reactive but not quite fully systematic.

2. Executive Summary

These are key items that Elected Members (EMs) should note as important from this report:

- This report discusses Council's health, safety and wellbeing (HSW) risk for Q2 of the 2023-4 financial year.
- This report outlines the HSW work plan to address critical risks for Q3 only.
- Contractor management is Council's highest risk as of the date of this report.
- Mike Cosman provided Elected Members with an overview of their duties under the Health and Safety at Work Act 2015 (HSAWA) on 14 November 2023.
- Overall risk is being addressed long term through implementation of ISO45001.

3. Critical risk management



Risks to health, safety and wellbeing arise from people being exposed to hazards.

- A hazard is anything that could cause harm (mental, emotional, physical, environmental and organisational).
- Risk has two components: the likelihood that it will occur, and the consequences (degree of harm) if it happens.

The highest risks, and therefore the highest priority, are called 'critical risks'. A critical risk is one that could result in one or more workers:

- Being killed.
- Being seriously injured (physically or psychologically).
- Developing a serious illness

Table 1: State of critical risks to Council, the controls in place and remaining, or residual, risk at Q2, 2023-4.

| Critical risk | Critical controls | Residual risk to Council | Q3 workplans |
|-----------------------|---|---|--|
| Contractor management | <ol style="list-style-type: none"> 1. Contractor management standard operating procedure (SOP). 2. Contractor prequalification system (SiteWise). 3. In house workshops. 4. Internal audits. | <p>High – auditing has shown that the contractor management SOP is not being followed fully by staff engaging contractors. The SOP was reviewed and condensed end of 2022, and a series of workshops have been held during 2023. Further work is needed to embed the process.</p> <p>There is currently a gap in FNDC's records regarding FNDC's responsibilities around overlapping duties with other Persons Conducting a Business or Undertaking (PCBUs). There is no recorded overlapping duties framework in place that clearly shows what level of duty each PCBU holds under HSAWA.</p> <p>There is no current FNDC contractor management policy, and no FNWA contractor management policy.</p> <p>Many areas of FNDC are not following the H&S contractor management process Contractor Management - a critical risk (sharepoint.com), which represents a high risk to Council.</p> | <ol style="list-style-type: none"> 1. Conduct workshops with all teams involved in engaging contractors to embed the contractor management process. Specifically: <ol style="list-style-type: none"> i. Far North Waters Alliance (FNWA). ii. Infrastructure Accelerated Fund & Externally Funded Major Projects. iii. Property & Facilities Management. 2. Start working with FNWA to produce a FNWA H&S policy and SOP. 3. Review the draft FNDC contractor management policy. 4. Start an analysis of FNDC facilities and contractors with a view of building a documented overlapping duties framework to clarify risk level to Council. For example, Far North Holdings Ltd, swimming pools, wastewater treatment plants etc. Reference these documents: <div style="display: flex; justify-content: space-around; align-items: center;"> <div style="text-align: center;">  Building-MPIs-Overl apping-Duties-Fram Us-2016 Z Energy.pc </div> <div style="text-align: center;">  Working-with-PCB </div> </div> |

| | | | |
|-----------------------------|--|---|---|
| Lone working | <ol style="list-style-type: none"> 1. Working alone policy. 2. Working alone SOP. 3. Lone working job safety analysis (JSA). 4. Provision of lone worker devices. 5. 24/7 device monitoring 6. In house workshops 7. Internal audits | <p>High – auditing has shown that the policy, SOP, and JSA are not being followed completely by staff. Lone worker devices are not being used in accordance with the policy.</p> | <ol style="list-style-type: none"> 1. Review policy. 2. Review SOP. 3. Workshops. 4. Audits. |
| Driving on Council business | <ol style="list-style-type: none"> 1. Motor vehicle policy 2. Driving on Council business JSA 3. Eroad tracking device 4. Online driver training 5. 4x4 training | <p>Low – audits have shown there is a good uptake on safe driving.</p> <p>Nine members of staff attended 4x4 training in Nov. '23.</p> | <ol style="list-style-type: none"> 1. Leaders to be mentored in the reporting capacity of Eroad. |
| Site inspections | <ol style="list-style-type: none"> 1. Site inspections JSA 2. Situational safety and tactical communications (SSTC) training 3. Working in road corridor training | <p>Moderate – there are always many unknowns to sites visits, particularly unannounced ones conducted by enforcement staff.</p> <ul style="list-style-type: none"> • Front counter safety training was held in Nov. '23 with 32 staff attending. • Situational safety and tactical communications training was held in Nov. '23 with 30 staff attending. | <ol style="list-style-type: none"> 1. New SOPs to be written in collaboration with respective teams. 2. JSA to be reviewed. 3. Audits. |
| Psychosocial hazards | <ol style="list-style-type: none"> 1. My Everyday Wellbeing 2. Wellbeing Advocates 3. EAP service | <p>High – comments from the last staff survey indicate that wellbeing across the organisation has been affected by the recent realignment, change of CEO and overall workload. The CEO has requested a wellbeing drive to include workshops and tools for leaders and staff.</p> | <ol style="list-style-type: none"> 1. HSW team to be included as a stakeholder in organisational change. |
| Threatening behaviour | <ol style="list-style-type: none"> 1. Antisocial behaviours reference guide 2023 2. Evacuation/lock down plans 3. Libraries and museums JSA 4. Situational safety and tactical communications (SSTC) training 5. Front counter safety training 6. Staff Warning Flags 7. Trespass notices | <p>High - threatening behaviour incidents were the highest reported during Q2. Libraries are experiencing anti-social behaviour issues.</p> <p>Kaikohe library has used security over key times.</p> <ul style="list-style-type: none"> • Front counter safety training was held in Nov. '23 with 32 staff attending. • Situational safety and tactical communications training was held in Nov. '23 with 30 staff attending. | <ol style="list-style-type: none"> 1. HSW team to visit libraries and service centres to meet with staff. |

5. Incidents

All health, safety and wellbeing incidents reported by staff and contractors are recorded in PeopleSafe as “stories”.

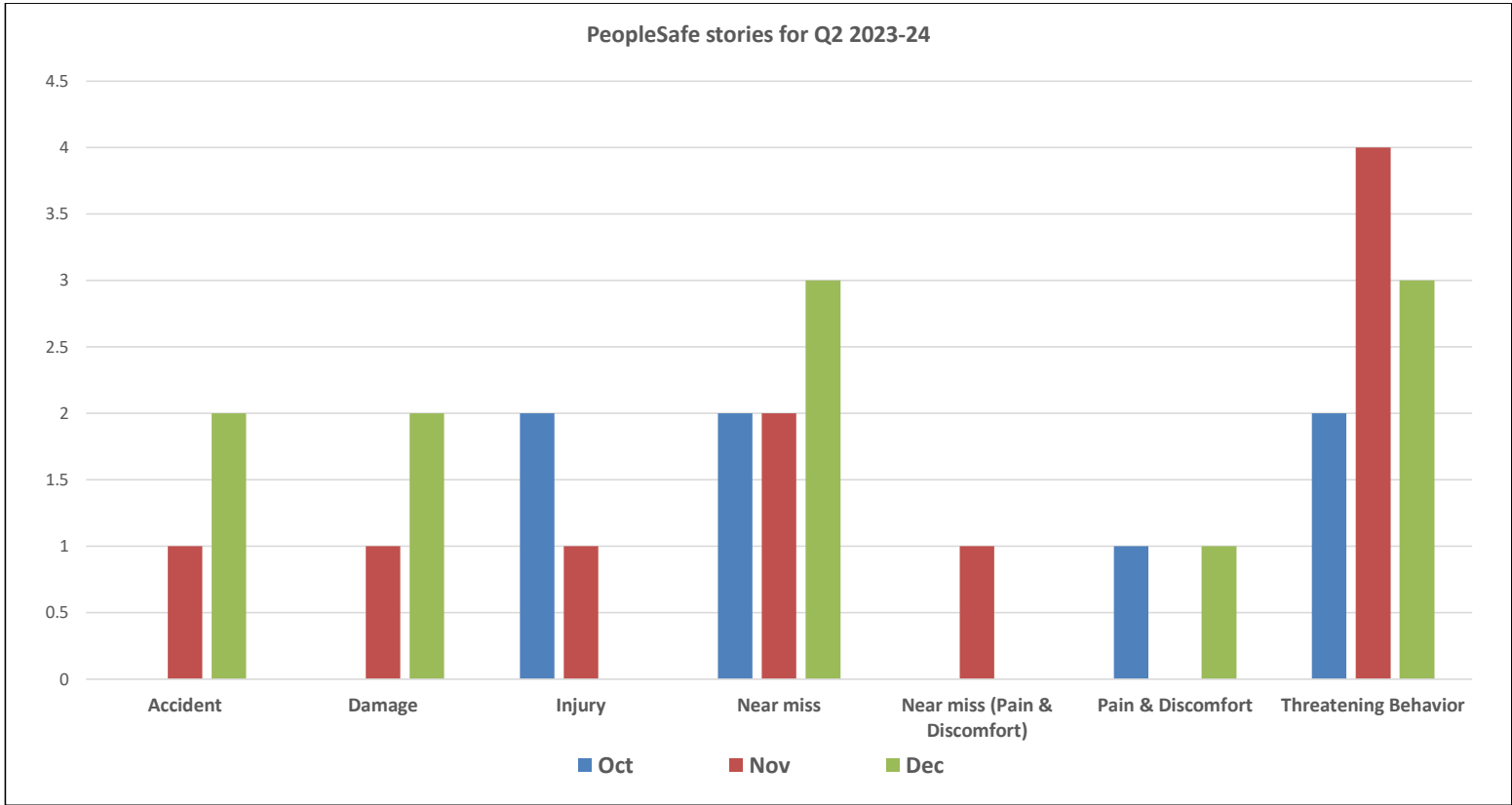


Figure 2: Data used in the graph above was obtained from PeopleSafe, FNDC’s incident management software. There were 28 stories told in PeopleSafe for Q2, down from 34 in Q1. Stories can be entered into PeopleSafe using more than one descriptor. All descriptors used in Q2 stories are shown in the graph above. All incidents are investigated by the HSW team, and any improvements required implemented. All serious incidents are reported directly to SLT at the time of occurrence and are subsequently investigated.

Driving

Driving on Council business is considered a critical risk. Staff, who are regular drivers, are provided with online driver training and face to face off road driving training. FNDC currently has 80 vehicles in its fleet, of which 30 are fitted with an eRoad device that provides location and speed information. The data in ‘figure 3’ comes from fleet vehicles with an eRoad device fitted.

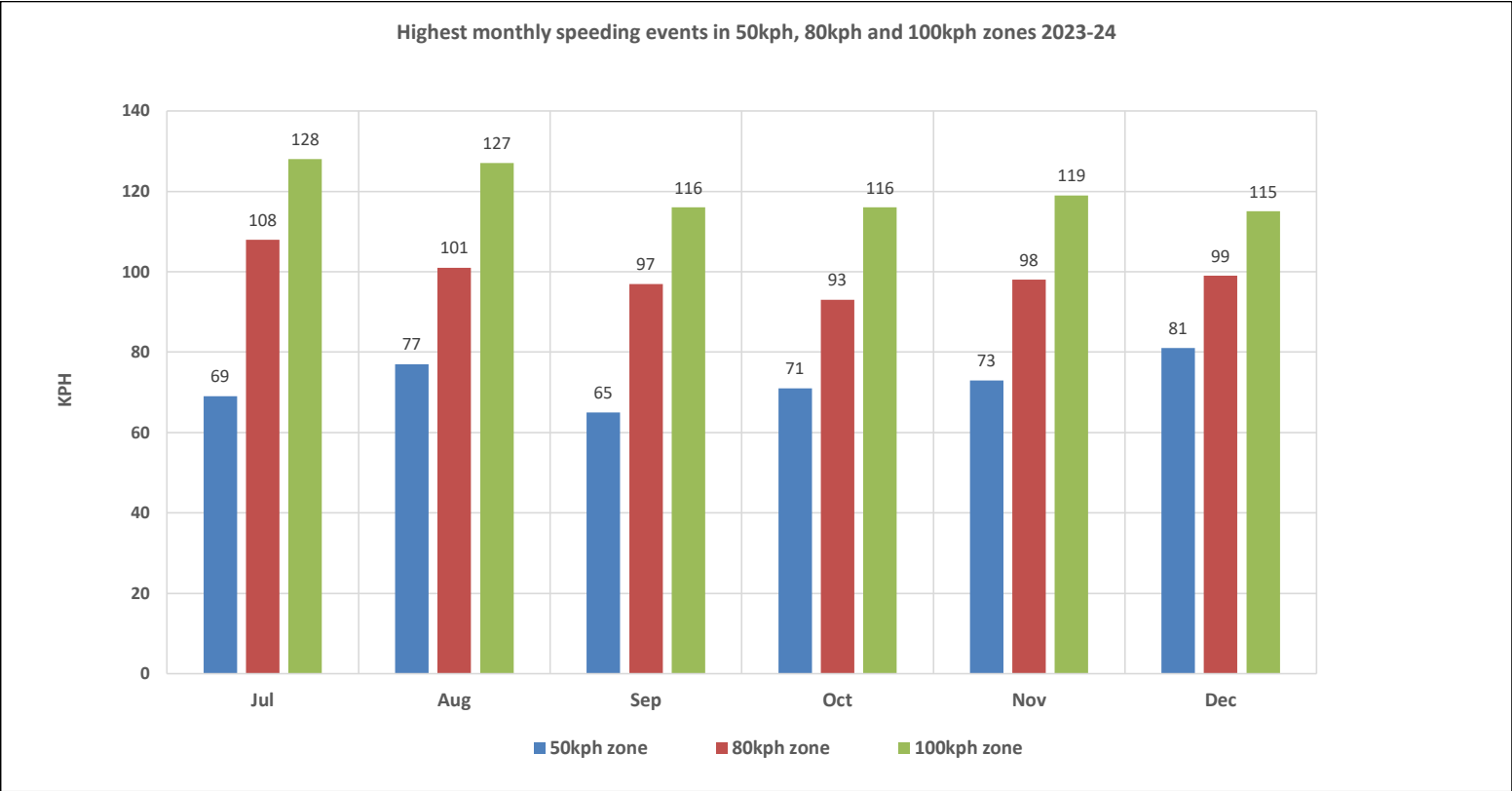


Figure 3: The data used in the graph above is taken from eRoad and shows overspeed events in comparison to road speed limits for Q2 2022. During Q2 the fastest speed recorded was 119kph in a 100kph zone. The highest % speed over a limit was 62% as a result of a vehicle recorded driving at 81kph in a 50kph area.

Lone Working

Lone working is considered a critical risk. The risk is managed through the provision of various lone worker devices. There were no specific alerts related to the use of lone working devices during Q2 that resulted in an incident.

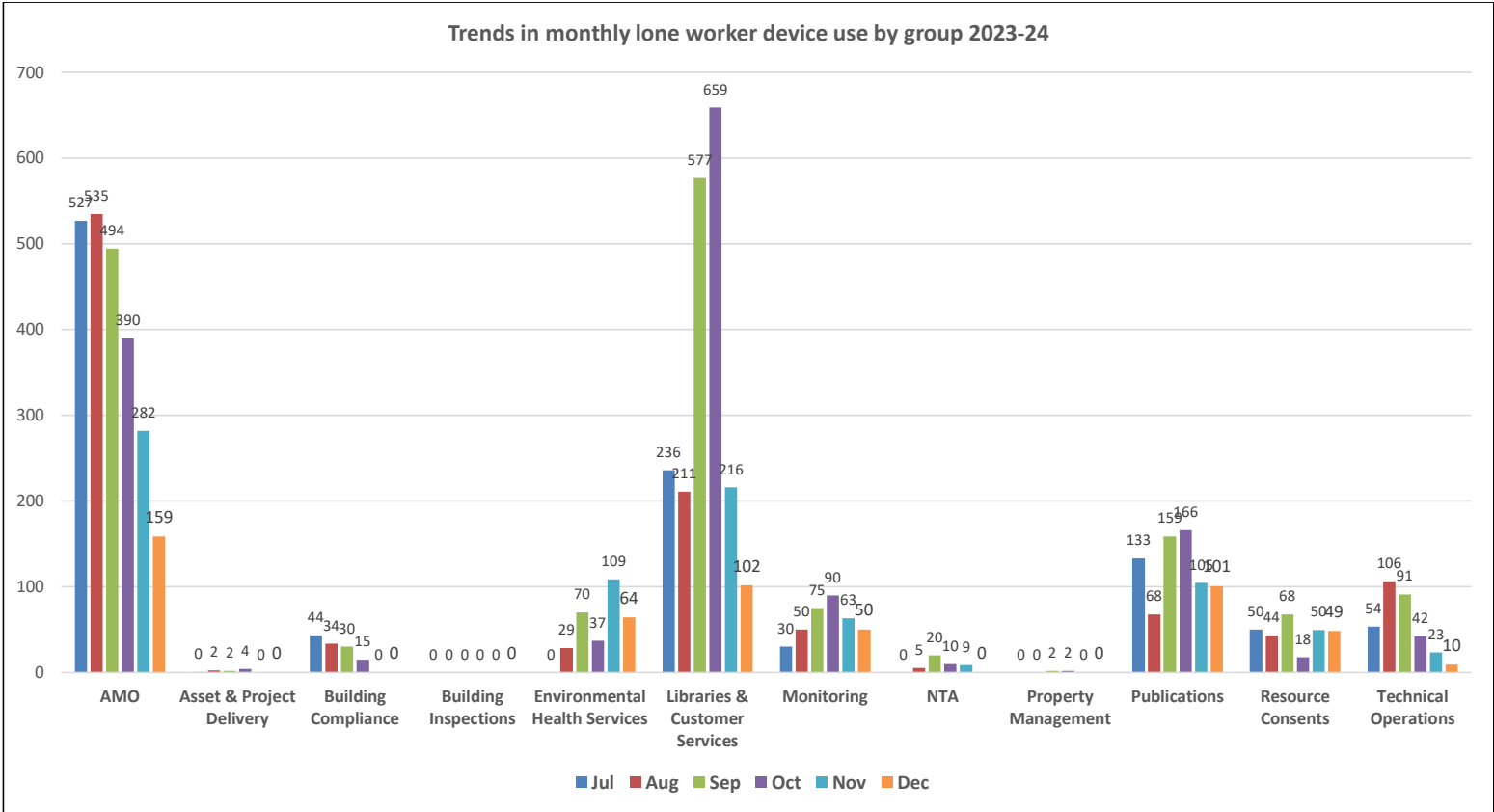


Figure 4: The data used in the graph above is taken from the Blackline Live monitoring software and shows the usage of G7c, G7x, Garmin inReach and Help Pendant lone worker devices during Q2. These devices are monitored 24/7 by Direct Safety.

Threatening Behaviour

Threatening behaviour is considered a critical risk.

Nine reports of threatening behaviour were received during Q2. The report originated from Kaikohe library staff. Although not considered serious the story reflects the ongoing issues around anti-social behaviour that library staff face. All front facing staff and compliance field officers are required to attend conflict resolution training on an annual basis. That training is arranged by the HSW team.

Kaikohe library is a concern, with regular reports of anti-social behaviour and vandalism being made by staff. It was agreed by SLT in August to fund a security guard on the door at Kaikohe library as a trial. Nicola Smith, Manager libraries and customer services, is currently researching options.

| When did it happen? | Story Type | What happened | Where |
|---------------------|-----------------------|--|-------------------------|
| 12/10/2023 | Threatening Behaviour | A fight broke out between two men outside the Library in Marino Place. Punches were thrown and threatening language used. The altercation was witnessed by Library staff returning at lunchtime and customers in the building. The fight lasted a few minutes, and one man ran away while we were reporting the incident to the Police. | Kaikohe Library |
| 17/10/2023 | Threatening Behaviour | Group of three 20-year-olds wanting to get on to Skinny Jump. When told that we couldn't do it as he had no mobile phone the customer got angry and threatened to punch staff's teeth in. | Kaitaia (Te Ahu Centre) |
| 7/11/2023 | Threatening Behaviour | I was putting the books from the outside returns bin on the counter, when I heard raised voices. A man near the library entrance with, I assume his son was shouting at another boy and appeared to be verbally threatening him. I asked the man to leave which he did after some more threatening remarks one of which was along the lines of, he'd wait for the boy outside and get him. We called the police, as the man was hanging about outside, and we told the boy to remain inside. The police came and talked to both parties. | Te Ahu Library |
| 13/11/2023 | Threatening Behaviour | A customer got quiet intimidating and verbally abusive with us when the doors were closed at 4:27pm we proceeded to let him in to do rates tried to explain we can't digitally input it he just didn't want to know. Whereby he continued to verbally assault us, I asked him not to talk to us like that and he just continued to verbally harangue us we completed the transaction and got him out the door and soon as we could while making sure all transactions were done. | Te Hononga Centre |

| | | | |
|------------|-----------------------|---|---|
| 23/11/2023 | Threatening behaviour | Can we please have a red flag added against XXXX immediately for staff to be aware to proceed with caution if she makes contact with them. You are likely aware of the social media abuse that is currently occurring toward FNDC and the Animal Management team. On this day XXXX came into the HQ with another person, asking to speak with Ken Thomas. Ken T was not given any indication that XXXX was there and was not prepared for her confrontation. Staff should always have another staff member with them if interacting with XXXX. | Service Centre - Kaikohe |
| 27/11/2023 | Threatening behaviour | XXXX has signalled that the behaviour from XXXX was unwelcomed and ongoing - defamatory and slander. | Kaikohe (Memorial Avenue - Main Office) |
| 14/12/2023 | Threatening behaviour | At approximately 1.00pm on Thursday afternoon I was rushed by two tan-coloured aggressive dogs from the back of above premises. One was large and the other was medium sized. The whole of the incident was witnessed by the female driver and her passenger of the delivery truck reversing out. The gates to the back of premises were wide open | Te Hiku Ward |
| 28/12/2023 | Threatening behaviour | I saw two dogs on the road when I was driving past. I recognized them as dogs we've had aggressive behaviour complaints about in the past. I went into the dairy to tell the owner to please put them away. He started advancing and threatening so i retreated to my truck. He was banging on the door and trying to open the door and being abusive. I called the cops who ended up having to arrest him. The dogs also rushed at the police. A family member contained the dogs after the arrest. | Road - State Highway |
| 29/12/2023 | Threatening behaviour | Teens upstairs in library caught vaping. Asked to leave and were informed of the automatic trespass for this behaviour. They then hung around outside continuing the behaviour. I then got First Security who happened to be in the building to help move them along which they did | Kaitaia (Te Ahu Centre) |

Staff Warning Flags

Staff warning flags (SWFs) are an alert system managed in our Pathway system across all applications when either a property or member of public has been identified as threatening and require safety controls to ensure the safety of our field staff prior to visiting a person or site as part of their work activities i.e. visit two up or with police assistance. SWFs are reviewed by the approving management as to whether they will be renewed for another 12 months or whether the SWF is to be removed.

Trespass Noticeboard

Trespass notices where members of the public have been restricted from entering Council buildings are displayed on our TK3 Trespass Noticeboard. There is one active trespass notice restricting an individual from the Kaeo Service Centre. This is currently in force until November 2023. This notice board is only visible to our front-facing staff.

6 TE WĀHANGA TŪMATAITI / PUBLIC EXCLUDED**RESOLUTION TO EXCLUDE THE PUBLIC****RECOMMENDATION**

That the public be excluded from the following parts of the proceedings of this meeting.

The general subject matter of each matter to be considered while the public is excluded, the reason for passing this resolution in relation to each matter, and the specific grounds under section 48 of the Local Government Official Information and Meetings Act 1987 for the passing of this resolution are as follows:

| General subject of each matter to be considered | Reason for passing this resolution in relation to each matter | Ground(s) under section 48 for the passing of this resolution |
|---|--|--|
| 6.1 - Confirmation of Previous Minutes Public Excluded | s7(2)(a) - the withholding of the information is necessary to protect the privacy of natural persons, including that of deceased natural persons s7(2)(h) - the withholding of the information is necessary to enable Council to carry out, without prejudice or disadvantage, commercial activities | s48(1)(a)(i) - the public conduct of the relevant part of the proceedings of the meeting would be likely to result in the disclosure of information for which good reason for withholding would exist under section 6 or section 7 |
| 6.2 - FNDC Current Legal Action Potential Liability Claims | s7(2)(g) - the withholding of the information is necessary to maintain legal professional privilege | s48(1)(a)(i) - the public conduct of the relevant part of the proceedings of the meeting would be likely to result in the disclosure of information for which good reason for withholding would exist under section 6 or section 7 |
| 6.3 - 2022/23 Final Audit Report Recommendations Update | s7(2)(c)(ii) - the withholding of the information is necessary to protect information which is subject to an obligation of confidence or which any person has been or could be compelled to provide under the authority of any enactment, where the making available of the information would be likely otherwise to damage the public interest s7(2)(f)(i) - free and frank expression of opinions by or between or to members or officers or employees of any local authority | s48(1)(a)(i) - the public conduct of the relevant part of the proceedings of the meeting would be likely to result in the disclosure of information for which good reason for withholding would exist under section 6 or section 7 |

7 KARAKIA WHAKAMUTUNGA / CLOSING PRAYER

8 TE KAPINGA HUI / MEETING CLOSE