



**Far North
District Council**

Chief Executive Officer's Report To Council

Period: 1 August – 30 September 2018

Key Work Plan Areas:

CEO Office

Strategy

Governance

Corporate

Operations

Introduction

Welcome to this CEO report, which provides an overview on the Council's activities for the period 1 August – 30 September 2018.

Welcome to the latest summary report of Council activities

In this report we are aiming to present an overview across all activities that Council undertakes. As such we have placed emphasis on the relevant issues and pressures Council is experiencing whilst meeting its objectives to the community.

It is our desire that this report is easily understood by Elected Members and ratepayers alike, feedback is welcome as it allows us to improve.

Introduction from Shaun Clarke, Chief Executive

Through the August-September reporting period, we continue to push and deliver on a growing sense of movement and progression in the Far North District Council. Efforts must be divided between the achievement of operational delivery for immediate purposes, but also the building of organisational capacity for the future.

The main feature of the moment is the range of improvement, reform and refocussing programmes in full swing. These include:

- the writing of the Sustainable District Strategy and Spatial Plan, for the refocussing of strategy on the longer term and the coordination of a 'Strategy of Strategies' as a coherent suite;
- the overhaul of the Building Consents Process (to be followed now by a wider refocus of the Group);
- the Capital Programme and the re-invention of how we plan, account for and execute projects across the Council;
- the invention of a system for accounting for the health of our key strategic relationships (including but not limited to the implementation of Mana Whakahono a Rohe);
- the finalisation of a new system for identifying and reporting organisational risk to governance through Audit, Risk & Finance Committee;
- the significant reinvention of how we develop, measure and report on Customer Experience;
- the high-interest Dog Policy and Bylaw work; and
- the delivery of the Kerikeri Wastewater Treatment Plant; to name just a few.

Despite the sound achievements of the period, the report does note a relatively high number of vacancies in the organisation. This situation with staff capacity exists at a time of very high tempo, when we arguably have as much simultaneous change going on in the organisation as it will tolerate without unreasonable risk. There is no lack of effort going into the recruiting of quality staff, but we do insist on quality and we do continue to be challenged by the issues of attracting talent into the relative isolation of the Far North. We continue to invest in people policies such as the Remuneration Framework, and development initiatives including a database of all training investments per individual worker in the organisation.

Notwithstanding those issues and efforts, we are very pleased to have recruited a new GM SPP (to replace Kath Ross) all the way from Calgary, Canada. Darrell Sargent has early experience in Northland and significant recent experience in the major metropolitan planning environment. Darrell and his family will arrive in late October, and we are pleased to have been able to recruit Darrell's wife, Chris, to be a Team Leader in our challenging Resource Consents environment.

We also heard during the reporting period, the good and bad news that Sam Edmonds will be leaving FNDC. The bad news is that she has provided strong and innovative leadership and we will miss her. The good news is that, once again, the international market has verified the high standard of talent we hold in the FNDC leadership. We will lose Sam to the health sector in Queensland, Australia in December, and we wish her and Nigel all the best.

As a closing note, you will notice that we have taken the format of this CEO Report to its next evolution in continuous improvement. I hope you find the shorter and more clearly headlined accounts of use. The aim continues to be to make the CEO Report an easier read, and for as much information as possible to be summarised to governance in the most succinct manner.

CEO Office

People and Capability

Refocus – Corporate Services

Consultation with Corporate Services staff on an improved group structure has commenced and will be completed by the end of October.

The current Corporate Services structure was established in 2015. Since then the focus has shifted towards strengthening the critical support and advice role that the group provides to internal and external customers.

Among key refocus areas are improvement in the capability of ICT and IT Service Desk and Financial Services.

Diversity Training

In September, all staff registered to attend one of twenty organisation wide training sessions on Diversity and Inclusion which are taking place in October.

The goal is to provide an opportunity for all council employees to share experiences and perspectives on how we can all work collaboratively within a diverse workforce and community.

Functional Review – District Services

The next phase of the Functional Review has begun. It builds on the initial documentation released in February 2018 and the gains from the Building Consent Process Renovation Project.

The focus of the review has been on achieving efficiencies that will result in timing of processing and inspections that align with customers' expectations, meets statutory timeframes and that establish a surge capacity to address the expected on-going high demand for building consents.

Health, Safety & Wellbeing

Summary of Activities

Move Aotearoa step challenge, a Health and Wellness focused event has commenced, with sixteen teams involved.

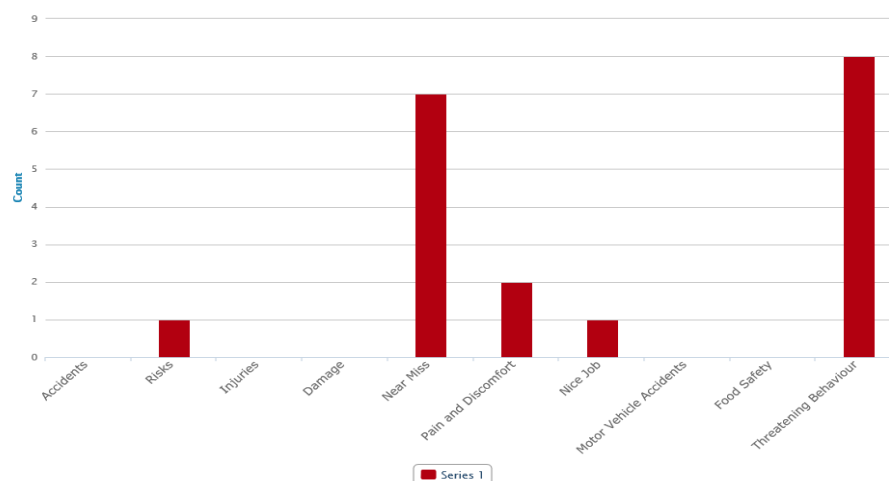
Forty staff from across the Council attended Asbestos Awareness sessions. Twelve staff are currently booked for an additional session this month.

There were ten stories raised in PeopleSafe in August and nine in September, which is less than yearly average of fourteen stories per month. There was a significant increase in stories around threatening behaviour towards staff, with those in the customer facing roles reporting eight incidents this period.

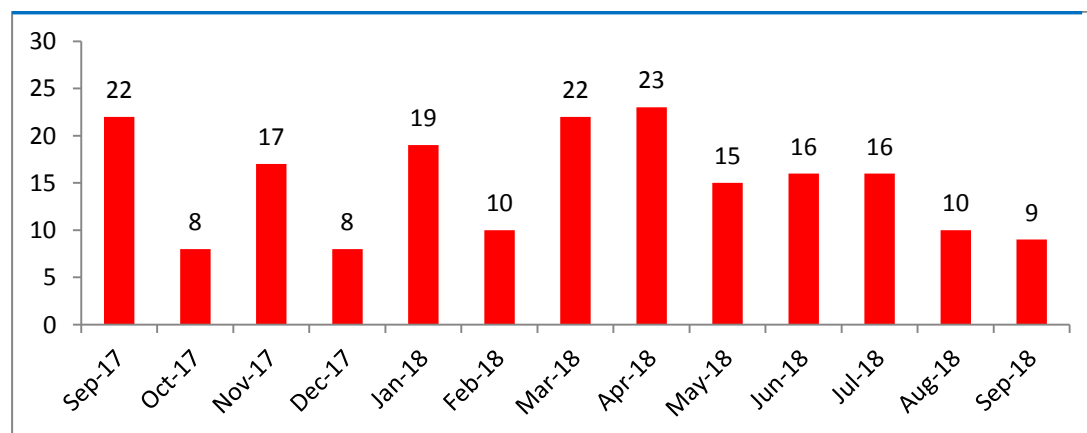
Far North District Council



Stories Report Summary



PeopleSafe Stories Told 2017/2018 – 12 months to date



Staffing, Salaries and Training

Current Staffing Levels

Actual Head Count at 30 September 2018	Actual Full Time Equivalent (FTE) at 30 September 2018	2018-19 Annual Plan Establishment (FTE)
344	327.8	356

Salaries and Training 2018-2019

Financial Performance as at 30 September 2018	YTD Actual	YTD Budget	YTD Actual vs Budget	Annual Budget
Salary Costs	6,100,297	6,372,447	-272,150	27,595,979
Training Costs	127,448	209,208	-81,760	836,758
Training as a % of Salaries (Sector average is 4%)	2.1%	3.3%		3.0%

Vacancies

As at **30 September 2018** FNDC held the following vacancies:

Department	Number of Open Vacancies (FTE)
CEO/Communications/People & Capabilities	0
Corporate Services	3
District Services	8
Infrastructure & Asset Management	5
Strategic Planning & Policy	3
FNDC TOTAL (FTE) * includes fixed term and casual roles	19

Communications Reports

Media Releases

The Communications team issued thirteen media releases publicising:

- Repairs for Waitangi Bridge and beach seawall
- The appointment of an experienced planner to a senior Council position
- Door-to-door checks to encourage dog owners to register their dogs
- The election of Alan Hessel to the Kaikohe-Hokianga Community Board
- A tour of the Council's dog shelters by lobby group Bay of Islands Watchdogs
- Library activities during Te Wiki o te Reo Māori
- Roadside weed control work and a 'No Spray' register
- A concept plan that envisages a redeveloped waterfront at Mangonui
- Plans to develop a civic and community hub in Kaikohe
- A traffic safety project led by the Bay of Islands-Whangaroa Community Board
- A District Transport Strategy that will address traffic congestion in Kerikeri
- Far North Youth Council involvement in the nation's an national youth event
- Proposals for managing dogs in the District

Eleven of the thirteen media releases were published in at least two newspapers that circulate in the Far North.

Media Enquiries

The Communications Team fielded 30 media enquiries on a range of topics from The Bay Chronicle/Northern News (16), The Northland Age (5), The Northern Advocate (5), TVNZ (3) and Te Hiku Media (1).

Targeted Publicity

The Communications team designed and produced the following collateral:

- A full-page newspaper advert and newsletter about the Kerikeri Wastewater Project
- A full-page newspaper advert about Council and Far North Holdings Ltd projects that will help to make the Far North a great place to live and visit
- A billboard and brochure designed to promote community discussion about a redevelopment of the waterfront at Mangonui



Great place: A billboard produced by the Communications Team for the Mangonui Waterfront.

- Four issues of *Great People*, a fortnightly newsletter that celebrates Council staff and their achievements on behalf of elected members and communities
- A ¼ page newspaper advert and a brochure about the Proposed Alcohol Control Bylaw 2018
- Three special briefings for elected members about a DoC 1080 operation in Russell Forest, Kerikeri Domain pavilion and reserve management plan for the domain and the Dog Management Policy and Bylaw consultation

Support to the Mayor

The Communications team supported the Mayor in the writing of six newspaper columns about the Proposed Dog Management Policy and Bylaw 2018, Te Hiku Sports Hub, eliminating single-use plastics, community-led projects, the redevelopment of Mangonui waterfront and Chinese investment in the Far North.

Strategy

Planning

Annual Report

The Annual Report has been completed and is on this Council meeting's agenda for adoption.

Annual Plan

Work on the 2019-20 Annual Plan has commenced with budget reviews and a scan for variations to year two of the Long Term Plan underway. Variations will be tested for significance and Council will be asked to consider the necessity for consultation at November's Audit, Risk and Finance Committee meeting.

Strategy Development, Bylaws and Policies

Sustainable District Strategy and Spatial Plan

A draft of the Sustainable District Strategy was presented to Iwi and Local Government Chief Executives meeting on 14 August 2018. The next tranche of work is as follows:

- A workshop with the Elected Members and Community Board Chairs on 14 November 2018. This will focus on the Strategic Goals of An Abundant District, A Connected District and A Prepared District and how these address the expectations of Our Voices, Our Vision. A draft of the Sustainable District Strategy will be made available in this workshop.
- A paper to Council on 13 December 2018 based on the outcomes of the 14 November 2018 workshop.

District-wide Transport Strategy

A workshop and presentation on the scope and timing for the development of the District-wide Transport Strategy took place post the Infrastructure Network Committee on 27 September 2018.

The strategy is proposed to be delivered in three phases.

Phase 1-Strategy: A focus group workshop will establish high level objectives, initiatives and actions to be included in the draft strategy.

Phase 2-Plan: Involves the public in local workshops and the resulting plans are scheduled for completion by September 2020.

Phase 3-Action: Comprises technical behind-the-scenes work to prepare projects and secure funding. Scheduled completion is to coincide with the adoption of the 2021/31 Long Term Plan in June 2021.

Public consultation is planned for early 2019 and the strategy is scheduled for completion to coincide with adoption of the 2019/20 Annual Plan.

Strategic Relationships

A Council workshop to identify key important and influential stakeholders and partners was completed on 26 September 2018.

A paper that will propose a list of the key Council strategic partners and stakeholders will be submitted to the Governance and Strategic Relationships Committee on 29 November 2018 for approval.

A work programme that will focus on growing and enhancing strategic relationships with partners and stakeholders is planned to come into effect in the fourth quarter of the 2018-19 financial year.

Strategy Development Work Programme

A draft hierarchy of strategies has been developed, including the strategies already on the work programme plus those identified in the Long Term Plan.

The draft hierarchy of strategies and a proposed programme of strategy and policy work for the period 2018-2021 will be workshopped with Elected Members and Community Board Chairs on 15 November 2018.

A final programme of strategy will be submitted to the 13 December 2018 Council meeting for approval.

A regional working group on climate change was approved by Northland|Forward Together. The group has been tasked with delivering a Northland Region Climate Change Strategy. The working group includes two staff representatives from the Far North District Council.

Bylaws

The Draft Dog Management Policy and Bylaw 2018 completed eight weeks of consultation on 24 September 2018. Over 1200 submissions were received.

The Proposed Alcohol Control Bylaw is currently out for consultation until 8 October 2018. The public hearings and deliberations are planned to coincide with the Draft Dog Management Policy and Bylaw 2018.

Final versions of the proposed Bylaws will be submitted to the 13 December 2018 Council meeting.

District Planning

Draft District Plan

The draft policy framework, including some rule direction was completed and we are currently undertaking consultation with targeted stakeholders.

Full public consultation on the draft policy framework, including a two month 'roadshow', will occur between October and December 2018.

National Planning Standards

A submission was made on the draft National Planning Standards in August 2018. The standards will influence the structure, content and notification timing.

Submissions will now be considered by the Ministry for the Environment and a gazettal date for the standards is expected around April 2019.

Plan Change 18 – Genetically Modified Organisms (GMOs)

Plan Change 18 became fully operative on the 19 September 2019.

The District Plan has been updated to incorporate a new chapter 19, which regulates GMOs.

The public were advised via a statutory public notice and a media release.

Private Plan Change 22 – Inlet Estate Limited (PPC22)

PPC22 was heard by an Independent Commissioner (William Smith) on 2 August 2018.

Commissioner Smith has recommended approval of PPC22 subject to some modifications to the District Plan. A decision will be sought on PPC22 at this Council meeting.

Indigenous Biodiversity Identification and Mapping Project

Northland territorial authorities entered into an MOU to collaboratively to identify vegetation considered to be 'Significant Natural Areas'. This is a requirement of the Regional Policy Statement for Northland.

The outputs of this project will be used to inform the Indigenous Biodiversity section of the new District Plan.

Work to identify and map Northlands indigenous biodiversity is likely to commence late November 2018. A press release to inform the public will go out once the contract for the work has been awarded.

Proposed National Policy Statement for Highly Productive Soils

The Ministry for the Environment is considering the development of a National Policy Statement for versatile land and high class soils.

The protection of our versatile land and high class soils is a direction being taken in the District Plan draft policy framework under rural sustainability, which is a significant resource management issue identified for the Far North District.

Current Reserve Management Plan Processes

Lindvart Park

The draft Lindvart Park Reserve Management Plan (LRMP) submissions were heard by the Kaikohe-Hokianga Community Board on 28 August 2018 and deliberations were held on 12 September 2018.

The Board approved the draft reserve management plan, subject to minor changes and removing reference to any concept plan.

A decision will be sought on the LRMP at the 13 December 2018 Council meeting.

Kerikeri Domain

Consultation was undertaken with key stakeholders and the public during September 2018 on the development of a draft reserve management plan for the Kerikeri Domain.

The draft reserve management plan document has been completed and approval will be sought from the Bay of Islands – Whangaroa Community Board on 5 November 2018 to notify the draft plan and have it go before Council for approval to formally consult with the public.

Papakainga Toolkit

The quality of the Papakainga toolkit, that was prepared as a collaborative effort with our neighbouring territorial authorities, the Northland Regional Council, and Barker and Associates, has been recognised in being shortlisted for the Commonwealth Association of Planners Awards for Outstanding Planning Achievement.

New Zealand Planning Institute Full Membership

Andrew McPhee (Senior Policy Planner) has been successful in obtaining full membership to the New Zealand Planning Institute.

Northland|Forward Together

Provincial Growth Fund Applications

There have been 16 successful applications amounting to funding of \$60.608M being granted and ten project applications submitted and awaiting decisions being:

	Project	Description	Project Lead
1	Northland Afforestation	Joint initiative NRC/MPI to support landowners to invest in farm forestry	Northland Regional Council
2	Seal Extension – Poutu Road	Extend the seal portion by 10km to a point beyond the forest harvesting connections	Kaipara District Council and Northland Transport Alliance
3	Seal Extensions	Wrights, Opouteke and other roads	Whangarei District Councils and Northland Transport Alliance
4	Hihiaua Cultural Centre Stage 2	Foyers, theatres and conference facilities	Hihiaua Cultural Centre Trust
5	Hihiaua Precinct	Streetscape improvements, business incubator and meeting spaces	Hihiaua Cultural Centre Trust
6	Water Storage Mid-North and Kaihu	Support for primary production – feasibility to construction	Northland Regional Council
7	Bream Bay Coastal Trail	Waipu to Waipu Cove stage 2 section of trail – part of regional network	Community Trust
8	Kaihu Rail Trail	Dargaville to Donnelly's Crossing Cycle Trail	Kaipara District Council
9	Bay of Islands Vintage Rail and Cycle Trail re-location	Restoration of vintage rail services requires relocations of existing cycle trail	Bay of Islands Vintage Rail Trust
10	Digital Enablement Plan	Projects addressing digital infrastructure, cost of access and coverage	Digital Enablement Group -

Northland|Forward Together Project Update

Snapshot of current individual project status and actions as at 30 September 2018			
Projects	Lead Council	Status	Actions to be taken
Active Recreation and Sports Facilities	NRC	In progress and on target	<p>NRC has decided on a \$15 plus GST (per rateable unit/SUIP) across all of Northland for the Regional Sporting Facilities rate across as part of the 2018 – 2028 LTP process.</p> <p>Detailed criteria for the allocations of the rate will be decided by NRC September/October with reference to FNDC, KDC and WDC representatives.</p>
Regional ICT Programme	FNDC	In progress	<p>Northland ICT managers, and respective GM's met on 14 September, 2018 to discuss regional collaboration opportunities including:</p> <ul style="list-style-type: none"> • alignment of strategy and policy • initiatives in support of the Northern Transport Alliance • a pilot service (GIS, Customer Mobile Technology, IOT)
Regional GIS Viewer	NRC	On hold pending decision to progress	<p>FNDC will consider GIS prioritisation after newly commenced GIS operator is familiarised, whilst WDC will have their own viewer and happy to share all current data sets.</p>
Provision of GIS to KDC	NRC	In progress and new target	<p>KDC Internal viewer implemented. Discussions are continuing for the provision of additional capabilities/resources to support KDC initiatives. Some instability issues with NRC platform, new target go-live date set for October 2018.</p>
LIDAR capture for Northland	FNDC	In progress and new target	<p>Completed capture of Awanui catchment. On hold until weather is best for flying so Spring 2018 to restart. Contract completion date is set to June 2019.</p>

Four Waters	WDC	In progress and on target (Subject to national enquiries)	National 3 Waters Review and the Havelock North Inquiry are proceeding at pace, and Government looking to deliver Cabinet decisions by October 2018. The 4WAGN has promoted a joint working group for Climate Change response. The purpose of the group is to develop a regional collaborative approach to climate change adaptation for Northland. This will include a draft climate change strategy and associated work programme that identifies and addresses priority issues at both regional and district level. A project plan will be brought back to CE's Forum.
Digital Enablement Plan	Northland Inc.	In progress and on target	Refreshed Digital Enablement Plan developed. Aim of 100% connectivity. \$60M plus central government allocation to support UFB, UFB2, UFB2+, RBI, RBI2, MBSF deployment in the region. Digital infrastructure report completed, including mapping of gaps post CIP deployments. Two Digital Enablement Plan Team Members, one from Northland Inc. and FNDC have been selected for a professional fellowship in the US.
Joint Procurement and Contracts	WDC	Principle in place	Principle has been adopted by all Councils. Opportunities arising to date: Insurance, NTA Road Maintenance, KDC/FNDC Telephony, LIDAR, Armourguard WDC/KDC Regulatory Contract.
Health and Safety	WDC	In progress	Health and Safety remains with each Council. There is an active information sharing programme between the councils.
Rates Harmonisation	WDC	On hold	Rates Review. Discussions with Government (MBIE) on alternative funding sources and developing funding models for Councils.
Provincial Growth Fund	Northland Inc.	In progress and on Target	Bundling expressions of interest applications by theme e.g. cycling/walking regional network, Max 50 bridges (submitted), upgrading routes to increase productivity forestry, horticulture, and farming (five roads submitted). Twin Coasts – attractions/destinations and byways.

Community Wellbeing

Far North Youth Council

We have successfully gained a grant from the Ministry of Youth Development for \$25,000 to support a project pitched by members of the Far North Youth Council. This is the 3rd year the FNYC has received a grant.

The project is a mentorship, leadership and support programme to encourage social innovation among the young people of Tai Tokerau ki Te Raki.

Young people will pitch their initiatives to the Youth Council and the successful candidates will receive mentoring, funding, networking opportunities and in-kind contributions as support toward their initiatives.

Inspiring Communities

A workshop on community-led development for community organisations was held with Jim Diers and Inspiring Communities. The workshop was very well attended, with many positive comments from members of local community organisations.

There was representation from the Youth Council at the community breakfast hosted by Deputy Mayor Tania McInnes ahead of the elected member session.

Nga Kuri Auau o Moerewa

Planning for Nga Kuri Auau o Moerewa on October 19 2018 is well advanced. We are expecting a big turnout.

Infrastructure Grant Fund

Council is currently receiving applications for the Infrastructure Grant Fund.

The fund offers matched funding, up to a maximum of \$100,000, to help communities build new infrastructure in the Far North.

Projects must provide a direct benefit to the identified community and support the district's sustainable development.

Events Investment Fund

Applications for this year's Events Investment Fund closed on 24 September.

20 applications were received, totalling requests for \$378,973.

The fund will be distributed by the combined Community Boards in October.

Governance

Support to Elected Members

Workshops on community-led development were held for elected members and staff, facilitated by Jim Diers from Inspiring Communities.

These sessions focused on identifying opportunities in the District where taking a community-led approach would bring greater benefits and outcomes for both Council and local communities.

Following on, staff are looking to support Community Boards to action key projects in their strategic plans in conjunction with their community.

By-election in the Kaikohe-Hokianga Ward

A by-election for the vacancy in the South Hokianga subdivision was held on 14 September.

Alan Hessell won with 37% of the vote.

Voter turnout was 29.8% of the Hokianga Subdivision's 2830 eligible electors.

Corporate

Financial information as at 30 September 2018

Statement of Operational Performance for the period ending 30 September 2018	Year to date			Actuals YTD as a % of Total Budget	Actuals YTD as a % Annual Forecast	Full year		
	YTD Actual \$000's	YTD Budget \$000's	Variance \$000's			Total Annual Budget \$000's	Total Annual Forecast \$000's	Forecast Variance \$000's
Operations								
Operational income								
Rates - general (excl water supply rates)	23,170	21,163	2,007	27%	27%	84,651	84,651	0
Rates - penalties	340	518	(179)	16%	16%	2,073	2,073	0
Fees & charges (inc water supply rates)	4,010	3,738	272	26%	26%	15,633	15,633	0
Central govt subsidies - operational	1,749	2,220	(472)	19%	20%	9,358	8,846	(511)
Other income	325	212	113	18%	18%	1,851	1,851	0
Capital income								
Central govt subsidies - new works	517	0	517	5%	5%	10,881	11,162	281
Central govt subsidies - renewals	1,842	2,146	(304)	16%	18%	11,367	10,088	(1,280)
Other contributions	0	21	(21)	0%	0%	86	86	0
Development contributions	38	0	38	0%	0%	0	0	0
Total operating income	31,991	30,019	1,972	24%	24%	135,900	134,390	(1,510)
Operating Expenditure								
Payroll related costs	4,160	4,337	177	22%	22%	18,783	18,783	0
Other staffing related costs	310	396	86	19%	19%	1,622	1,622	0
General expenses	1,463	1,714	251	21%	21%	6,887	6,887	0
Rate remissions	2,182	1,903	(280)	101%	101%	2,165	2,165	0
Contractor & professional fees	7,214	9,397	2,183	18%	18%	40,236	40,007	229
Grants and donations	684	624	(60)	33%	33%	2,071	2,071	0
Allocations (direct and indirect)	3,802	4,133	331	23%	23%	16,533	16,533	0
Interest costs	556	935	379	15%	15%	3,742	3,742	0
Sub-total	20,372	23,440	3,068	22%	22%	92,037	91,809	229
Depreciation and other asset costs	7,918	7,918	0			31,673	31,673	0
Total operating expenditure	28,290	31,358	3,068			123,711	123,482	229
Net operating surplus/(deficit)	3,701	(1,339)	5,041			12,190	10,908	(1,282)

Statement of Capital Financial Performance for the period ending 30 September 2018	Year to date			Actuals YTD as a % of Total Budget	Actuals YTD as a % Annual Forecast	Full year		
	YTD Actual \$000's	YTD Budget \$000's	Variance \$000's			Total Annual Budget \$000's	Total Annual Forecast \$000's	Forecast Variance \$000's
Capital Works								
IAM's								
District Facilities	935	133	(802)	13%	12%	7,215	7,720	(505)
Stormwater	8	184	176	0%	0%	1,701	1,701	0
Solid Waste	135	0	(135)	30%	24%	452	573	(121)
Wastewater	2,066	1,245	(821)	9%	9%	22,377	22,377	0
Water Supply	273	135	(139)	4%	4%	6,981	7,035	(54)
	3,418	1,697	(1,721)	9%	9%	38,726	39,406	(680)
Roading & Footpaths	3,621	5,218	1,597	15%	16%	24,309	22,370	1,939
Other								
Environmental Management	14	0	(14)	1%	1%	981	981	0
Governance & Strategic Administration	404	393	(11)	7%	7%	6,186	6,197	(10)
Customer Services	120	118	(2)	15%	15%	805	805	(1)
Total Capital Works	7,577	7,426	(151)	11%	11%	71,007	69,759	1,248

Audit & Risk

Risk

Four top organisation risks and associated treatments were workshopped with the Audit, Risk, and Finance Committee on 20 September. This was to familiarise the Committee with the risk management identification, assessment and treatment process. The next step is to workshop with Committee to enable their own identification of the top organisational risks.

Information Services

Property File Digitisation

The vendor and the Information Management Team continue to deliver all requested files within agreed service level agreements with no backlog of files. The project has moved from 'scan on demand' requests and is now back-scanning with a target to deliver upwards of 2000 files/month.

LGOIMA Monthly Statistics

Data as of 30 September 2018

Latest statistics for official information requests processed by the organisation appear below.

Month	# Requests / Month	#Requests responder to \leq 20 days	# Requests responded to within permitted time extension	# Requests not responded to within time	Ombudsmen Investigations (if any)
Jan	13	11	0	2	0
Feb	7	7	0	0	0
Mar	23	22	1	0	1
Apr	17	15	0	2	0
May	15	15	0	0	0
Jun	25	25	0	0	0
Jul	33	33	4	5	0
Aug	16	19	1	0	2
Sep	9 (7 remain open)	2	0	0	0

Operations

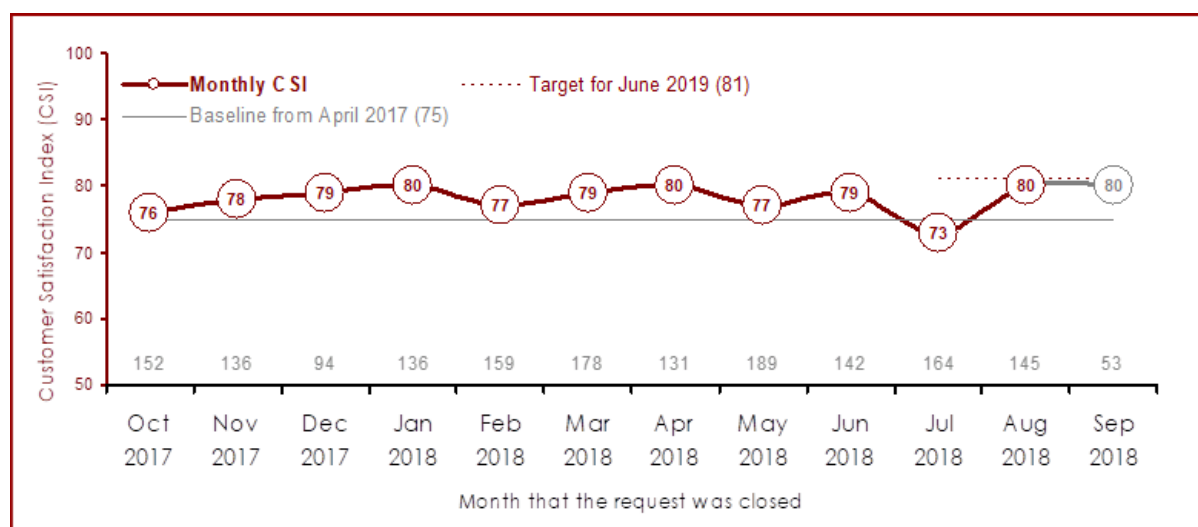
Customer Service

Customer Experience Programme

Closed RFS – Customer Satisfaction Index (CSI)

The CSI for the 4-month period ending 30 September is 77.6.

The graph below compares the current monthly CSI to the 2017 baseline and the 2018/19 target of 81.



Contact Centre / Service Centres

- 4.3% increase in the financial counter stats for service centres (4096 up from 3929 during the same period in 2017). More customers are signing up for Direct Debits and Rates Easy Pay options.
- 4.7% increase in property file requests period (919 up from 878 in 2017)
- 33.8% increase in the number of Ask.U.s emails (3228 up from 2413 in 2017)
- The overall satisfaction with making a request to Council was 81.9% in August and in 80.4% in September
- The overall satisfaction with visits to Service Centres is 97.5% in August and 95.2% in September

Libraries

- 7.5% decrease in total checkout numbers (67,215 down from 72,681 in 2017)
- 56.7% increase in Ebook and Audiobook downloads (3,484 up from 2,224 for the same period in 2017)

- The overall satisfaction with visits to Libraries is 98.8% in August and 98.6% in September

Te Reo scrabble at Kaikohe Library during Te wiki o te reo Maori was very successful; the library staff continue to receive compliments for their efforts making up the scrabble tiles and organising the games.

A Pataka Kai opened at Kaikohe Library at the beginning of Te wiki o te reo Maori was well received by the community.

i-SITEs

- 17.2% increase in total visitor numbers (31,274 up from 26,670 in 2017)
- 37.7% increase in retail revenue (\$15,186 up from \$11,031 in 2017)
- The customer experience tracking programme shows the overall satisfaction with visits to i-SITEs at 97% in August and up to 99% in September

Regulatory Services

Compliance and Contract Management

We received 1,630 RFSs during August and September, responding to 82% within target response times against the annual target of 90%.

Animal Management

Council's 'Adopt a Dog' page is now active on our website and is receiving positive feedback as Council is looking to proactively promote dogs suitable for rehoming.

All Animal Management Officers successfully completed the SPCA dog behavioural course in August; which has further enhanced our ability to rehome dogs.

Environmental Health

Fourty three premises were transitioned to the Food Act 2014 regime during August and September. To date we have transitioned 90% of the 451 food businesses across the district.

Building Compliance

A total of 33 swimming pools were inspected during August and September.

Of the 745 pools on Council's register:

- 662 (89%) are compliant
- 38 (5%) are due for inspection
- 45 (6%) are non-compliant

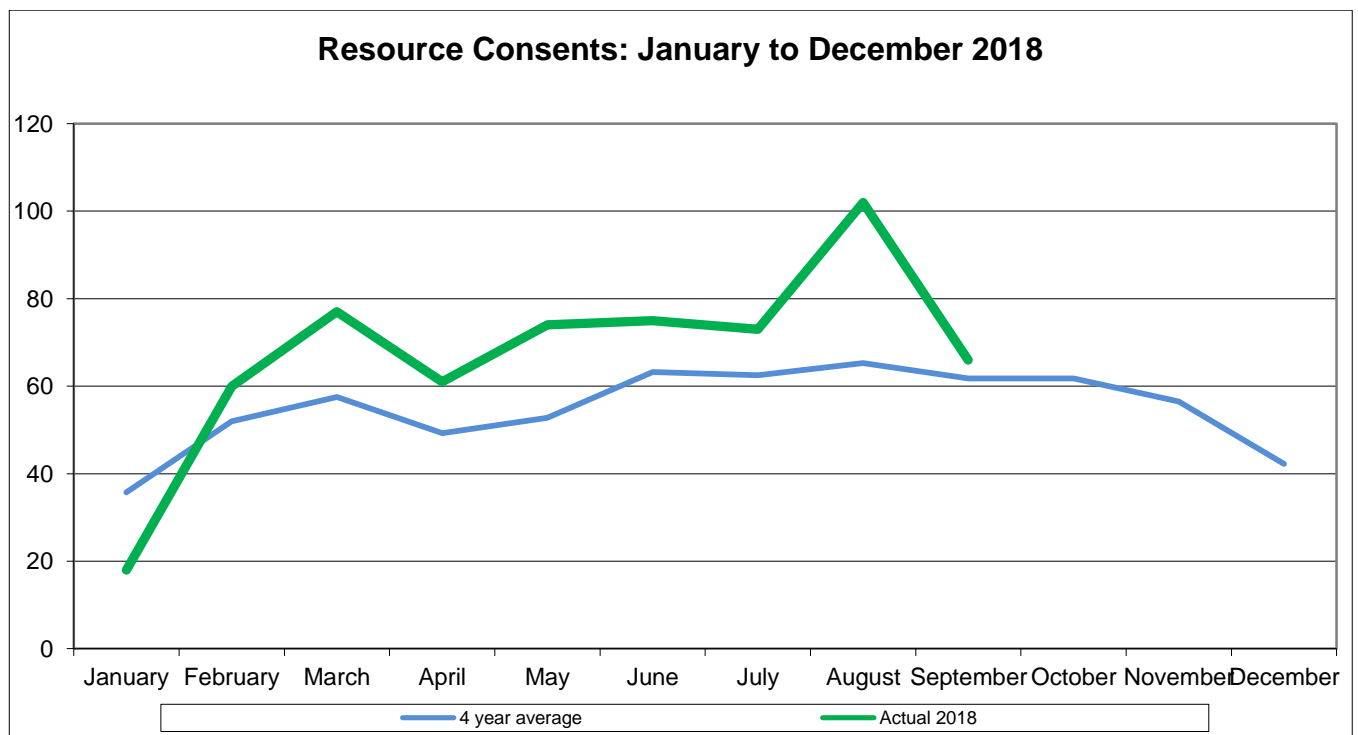
There were 47 commercial premises inspections during August and September with 15 (32%) buildings assessed as non-compliant.

Resource Consents Management

Overview

- 32% increase in resource consent applications (168) compared to the four-year average
- 606 consent applications have been received year to date, in line with the January 2018 forecast of 800 applications for the calendar year.

The challenges faced by the Resource Consent department are being met through the use of consultant planners, who currently hold 51 resource consent applications. The consultant planners are used to process the more complex applications.



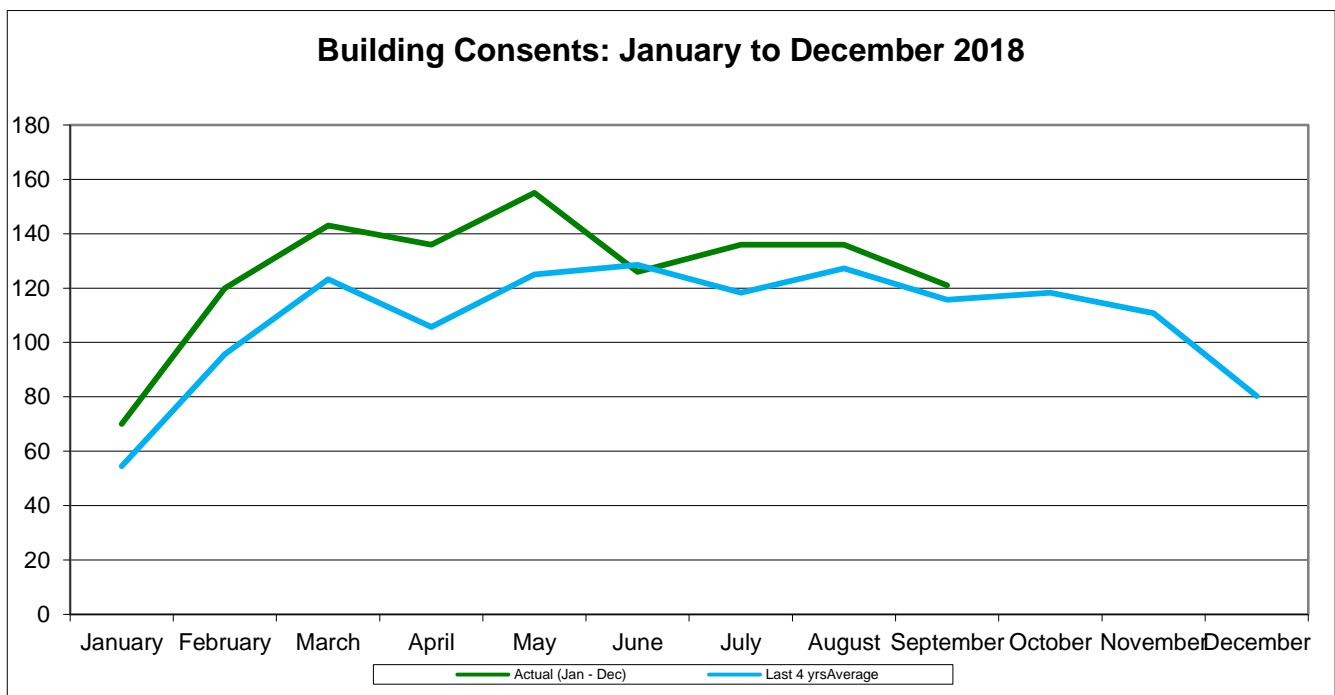
Building Consents Management

Building Consents Management

- 11% increase in resource consent applications (257) compared to the four-year average
- The average number of working days for the issue of consents was 19 days.

Building consents issued within the legislative time frame of 20 working days were at 61% down from 64% from the previous months; this was due to the large number of BC's received in August (136).

Due to the high number of building consents the flow on has been an increased number of building inspections. Building consultants continue to be used to help reduce time frames to issue a building consent and to carry out building inspections.



Infrastructure and Asset Management

District Facilities

Sportsville – Lindvart Park, Kaikohe

The Management Agreement including Roles and Responsibility Matrix is in final draft and is about to be presented to the Sportsville Management Trust for consideration.

Kaitaia, Kerikeri and Kaikohe Swimming Pools

The pools are being painted and maintenance work carried out to ensure they are ready for opening in time for Labour Weekend.

Plastic Recycling

The importation of waste plastic into China has reduced significantly with the prospect China will implement a total ban. This is impacting the international markets for low valued plastics graded 3 to 6.

Northland Waste have notified Council that they can no longer sell these plastics and discussions are underway to determine which plastics will be accepted as recycling.

A report will be tabled at the Infrastructure Network Committee outlining options.

Ahipara Landfill

Rubbish is currently being disposed of into the last cell of the Ahipara landfill. It is predicted this landfill will close in November. The exact date will depend on volumes received and whether waste companies start sending their commercial waste to Whangarei before Ahipara reaches capacity.

Kaitaia Resource Recovery Centre Development

The closure of the Ahipara landfill requires the Kaitaia Resource Recovery Centre to be developed to consolidate and weigh waste before it is sent to landfill in Whangarei.

The concrete paving work has been completed and the weigh bridge ordered.

Resource consent for the building extension has been approved.

Waipapa Refuse Transfer Station Lease

The Infrastructure Network Committee has approved negotiations with Northland Waste to open their existing facility to the public as a Refuse Transfer Station. This is a short term solution whilst a business case is developed for a longer term solution.

Bicycle Refurbishment Initiative

A meeting was held with Northland Corrections and Habitat for Humanity about the use of discarded bicycles received at Council funded Refuse Stations which could be used to upskill Ngawha prisoners in repairing bicycles.

The repaired bicycles would be sold by Habitat for Humanity to provide affordable bicycles to the community and to generate funds for Habitat for Humanity projects.

Parks and Reserves

An Arborist's report has been prepared concerning the historic Moreton Bay Fig, located on The Strand, Russell that is starting show signs of serious health issues.

Remedial work has been carried out to enhance the historic amenity Pohutakawas situated along the Strand in Russell.

Approximately 80% of the invasively noxious Taiwanese Cherry Tree has been removed from along the Heritage Bypass, Kerikeri.

Remedial work has been undertaken on the trees located in Reed Park, Kaikohe.

A meeting has been held with Kerikeri High School's Tradescantia Terminators (student volunteer programme) who have been introducing a biocontrol system to manage the Tradescantia weed that is invading the esplanade reserve beside the Wairoa Stream.

Project Island Song undertook a clean up of weeds from the Williams Historic Reserve, Paihia.

Work has commenced on enhancing the playing surface at the Kaikohe rugby fields and the reseeding of the Kerikeri Ruby fields has been completed.

Five flotation devices have been installed on reserves along Cable Bay, Taipa Beach, and Coopers Beach as part of the Operation Flotation community project, which was established to reduce the number of drownings annually.

Housing for the Elderly

Three refurbishments have been completed on Kaikohe units with another four refurbishments underway (two in Kaitaia and two in Rawene).

143 units of a total 147 units are currently occupied.

Due to the long waiting lists for housing, a review of the MOU with Hokianga Health (who have 2 units) and North Point (who have 6 units) is underway.

The programmed 'Wet and Forget' exterior wash down of Council's pensioner villages has been completed.

Halls and Council Owned Buildings

The programmed 'Wet and Forget' exterior wash down of Council operated halls and other key Council buildings are in progress.

Leases

The lease between Council and Aupouri Ngati Kahu Te Rarawa (lessee) using an umbrella organisation 'Open the Curtain Inc.' (OTC) who will utilise the Tangonge Reserve, Kaitaia was signed by OTC in September.

Lease requests received:

- Kaitaia Kindergarten – Mission Bush Reserve, Kaitaia
- Te Kohanga Reo o Houhora – Pukenui Local Purpose Reserve, Pukenui
- Tumanako O Kaitaia Kohanga Reo Trust – Local, Recreational and outdoor purpose reserves, Kaitaia

Leases in progress:

- Russell Sports Club – Russell Sports Ground
- Entity to be confirmed however Paihia Football Club involved - Bledisloe Domain
- Te Tiriti O Waitangi Maori - Te Tii Waitangi Reserve
This is a highly significant piece of land on hold until further discussions held

3-Waters Alliance

Interim Alliance Agreement

The new Interim Alliance contract began on 1 October. Consultation with Council staff on secondment to the Alliance took place over September.

Broadspectrum staff affected by the secondment have also been consulted and have had the opportunity to make submissions.

Major Operations

Pond desludging has begun at the Ahipara wetland and main pond. This work is being undertaken as both sites have high sludge levels that negatively impact on wastewater treatment performance to treat wastewater.

An Opononi desludging program has been confirmed to go ahead by December 2018.

Both Opononi and Ahipara have Northland Regional Council (NRC) Abatement Notices.

The final major desludge work planned for this year is at Kaitaia for pond 1 and 2.

The program to introduce instrumentation into the pond based wastewater treatment plants will continue this year. The instruments will allow operators to monitor 24/7 key plant variables and thereby facilitating decisions on plant performance and possible future upgrades to be made with validated data.

Investigative work is underway to make the 26 water and wastewater plants more efficient.

Performance Metrics

- 100 % Compliance with Drinking Water Standards New Zealand (DWSNZ)
- 90% Customer Satisfaction (
- 95% Jobs attended within service level of 2-hours
- 21 Number of Overdue Water/Wastewater RFSs (this is higher number than usual due due to staff illness)
- 60% Completed Preventative Maintenance Jobs

Civil Defence Emergency Management

National

The Ministry of Civil Defence have released their 2018-2022 business plan. The Plan has been developed using the Governments response to the Technical Advisory Group recommendations into the ministerial review of the emergency response system.

This Plan is currently being reviewed by the Civil Defence Emergency Management (CDEM) Group.

Regional

A CDEM training pathway for staff to meet Northland requirements is being facilitated as part of the regional shared services model.

Two workshops have been undertaken to progress the establishment of a regional CDEM roster for Civil Defence Officers and Controllers to act on all CDEM matters outside of normal business hours.

The Mycoplasma Bovis outbreak has spread to Dargaville. The potential impact to Northland is being monitored.

Administrative requirements for the 2018 Youth in Emergency Services Program have been completed. Funding has been received by the Northland CDEM Group to continue with this initiative.

Local

A stock take of Council's CDEM staffing numbers has been undertaken. There are currently 41 staff across Council that are trained in the Coordinated Incident Management System (CIMS). CIMS is an incident management tool for those involved in managing emergency situations. Three staff are controllers and 2 staff are welfare managers.

Outstanding repairs and maintenance to the tsunami alarm network have been completed by Top Energy. The latest test coincided with the change of daylight savings on 30 September 2018.

Ongoing work with community response planning and community engagement has included community meetings at Rawene, Te Ngarere and Moira Marae – Whirinaki.

Event monitoring

Two tsunami advisories have been received and monitored over the past month.

Northland Transport Alliance

Maintenance & Renewals works summary

Far North District Council North Contract				Far North District Council South Contract			
Monthly Achievement Report – Routine Work				Monthly Achievement Report – Routine Work			
Units	Activity	July 18	Aug 18	Units	Activity	July 18	Aug 18
Each	Culverts unblocked	218	280	Each	Culverts unblocked	83	64
Each	Sealed potholes Fixed	132	241	Each	Sealed potholes Fixed	214	365
Each	Unsealed Potholes Fixed	979	1688	Each	Unsealed Potholes Fixed	323	1229
Each	Routine Edge break Repaired	6	11	Each	Routine Edge break Repaired	28	44
Each	Edge Marker Posts	99	79	Each	Edge Marker Posts	10	45
Each	Signs Cleaned	7	5	Each	Signs Cleaned	0	6
Each	Graffiti Removed Signs/Posts	12	15	Each	Graffiti Removed Signs/Posts	1	6
Each	Signs/Posts Straightened	13	29	Each	Signs/Posts Straightened	6	10
Kilometres	Routine Surface Grading	260	197	Kilometres	Routine Surface Grading	181	117
Each	Cesspit Gates Cleaned	9	2	Each	Cesspit Gates Cleaned	2030	18
Metres	Weeds – SW Channel Spray	1912	2213	Metres	Weeds – SW Channel Spray	0	0

Structural Renewals

The full replacement of the Waitangi timber bridge deck has been partially completed. Sealing of the replaced portion will be undertaken when weather conditions improve. The balance of the deck replacement will be completed at the end of summer.

Emergency works /slips

Emergency works for slips is underway at Pawarenga Road, West Coast Road, and Callaghan and Broadwood Roads.

Two sites on Kaitaia/Awaroa Road to be tendered.

Investigation and testing has been completed for the following seven urgent slips:

- Kaitaia Awaroa Road
- Motuti Road
- Broadwood Road
- West Coast Road
- Broadwood Road
- Broadwood Road
- Rakautapu Road

We are awaiting the outcome of Emergency Funding Application to NZTA for slips affected by the June 2018 rainfall event. Tender documentation for the first of these jobs at Awaroa Road is now being finalised.

Lighting

A consultant has been engaged to carry out design work for the majority of the remaining vehicular category LED lighting. This design work includes infill lighting (filling in the gaps) to bring these road sections up to standard. The design work is expected to be completed December 2018.

Footpaths

Work has commenced on the footpath at Greenacres Drive, Kawakawa.

Renewals and maintenance work will be programmed shortly (once the results of the footpaths condition assessment are received). In the meantime safety critical work is being completed.

Structures

The following work on structures has been undertaken:

- Okakewai - culvert replaced completed
- TipaTipa - contract awarded for culvert replacement
- Sawyer - contract awarded for culvert replacement
- Otua Road - design underway for bridge replacement

Forestry/Logging

Dust seal extension sites design underway at Ngapipito Road and Pipiwai Road. 11 houses will benefit from the dust seal extensions.

There will be two applications of dust suppressant on approximately 6km applied this dry season at Otua Road (24 houses within 80m of the road) and Orakau Road (6 Houses within 80m of the road).

Road Safety

No fatal crashes occurred on the Far North District Road network in August.

The Access Road widening project is continuing. There have been delays due to Top Energy needing to co-ordinate a shut down in order to move power poles.

NZTA approved the Low Cost Low Risk programme with approximately \$1m allocated to road safety projects that are designed to reduce fatal and serious crashes on the network.

Cycle Trail

Governance Trust

The trust is now registered with Charities Services (replaces the Charities Commission).

MBIE Funding

An agreement has been signed with MBIE under the Maintaining the Great Rides Fund. MBIE are funding \$300,000 for the project including concrete/asphalt pathways, squeeze bars, interpretation panels/stories, poupou, seating and signs. The Council and the Trust will contribute the balance of \$200,000.

Taumarere to Opuia Trail

An application has been made to the PGF fund for this \$7.34M project. BolVRT has agreed to a month to month continuation of cycleway occupancy until it secures funding to start its own project.

Easements

Five easements are nearing completion.

Bioloo Installations

A Twin bioloo has been installed at Mangungu Mission Station. A bioloo was scheduled for installation along Ngapipito Road, but the Trust is instead working with Te Rito Marae to negotiate public use of their toilets for a nominal fee. As part of the agreement, the marae will maintain the toilets, and any issues with vandalism of public toilets will be avoided.

A retrospective resource consent required for the Harrison bioloo toilet and documentation has been lodged.

Capital Works

Life Cycle Project Management Framework

Gate 1 - Concept

Issue / opportunity identified funds requested/received

Gate 2 - Indicative Business Case

Condition assessment and indicative business case carried out, community engagement, Legal requirements RMA

Gate 3 - Detailed Business Case

Detailed design, Engineers estimates, detailed business case, procurement

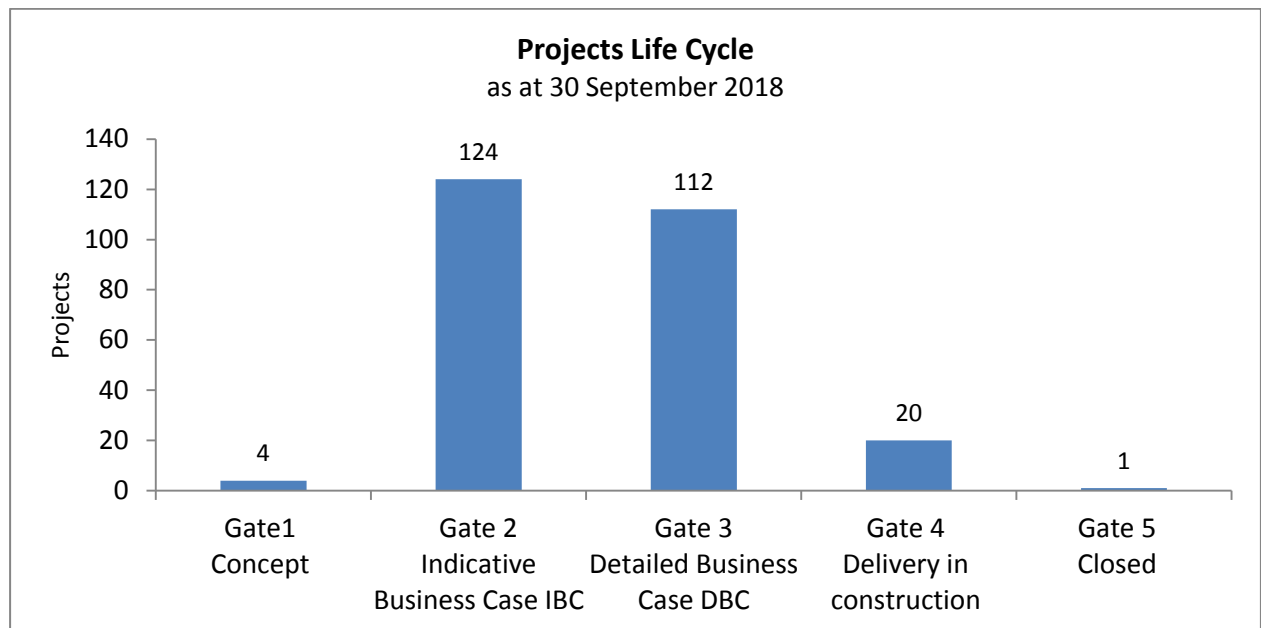
Gate 4 - Delivery in Construction

Construction and payment for works

Gate 5 - Closed

Asset information, Practical and Final completions, Lessons learned, hand over to customer

Projects Life Cycle Position as at 30 September 2018



- There are 261 capital projects including carry forward projects
- 90% of these projects are currently at Gates 2 or 3
- 45 projects are directly related to reactive funds or vacancy driven renewals, these projects are difficult to predict delivery due to the reactive nature

Kaikohe Headquarters Accommodation Project

The demolition and renovation of the Eastern Lockwood was completed on 28 September. It is now lighter, brighter and more open.

The large open area adjacent to the staff kitchen area has been opened up further and painted to continue the lighter and bright colour scheme. Approximately 45 staff will commence moving into this area during October.

Kerikeri Waste Water Project

Good progress is being made with the provision of Issue for Construction Drawings during the month.

The access road to the treatment plant is 95% complete.

The earthworks for the treatment plant site have been set out in readiness for a start in October.

Waste Water Reticulation Project

The contractor has been tidying up outstanding reparation works, and commencing the laying of the transfer line from the end of Okura Drive to the Waste Water Treatment plant.

Paihia Waste Water Treatment Plant

The design and construct tender document closed on 15 October. Tender evaluation to be undertaken following close of tender.

Kerikeri Pavilion

Architectural drawings of the existing building have been completed.

The roof structural re-design has been completed.

A mobility access toilet and change room facility has been identified and is to be incorporated into the re-designed building.

The analysis on the fire protection requirements for the re-designed building is being assessed.

Dog Pound

We have sought feedback from the SPCA, Animal Shelters facilities (Silverdale and Whangarei) and have consulted with MPI in Auckland and Bay of Island Watch Dog Group on the concept design for both dog pounds.

Concept has been completed and presented to the Infrastructure Network Committee. The projects will now progress to detailed design stage.

Infrastructure Planning

Kaitaia Water Supply Strategy

Two reports on the status and future of the Kaitaia Water Supply were presented to the Kaitaia Water Working Group.

The first report entitled “Kaitaia Water Strategy – Problem Statement” identified and quantified the known issues and constraints facing the Kaitaia Water Supply. The report determined two broad issues affecting the supply; the resilience of the sources needs to be improved and headroom in the treatment plant needs to be increased.

The second report analysed options to address the two issues. The report recommended further analysis of two suitable sources to increase resilience in the supply. This analysis will be provided in a report to Council in December. Headroom in the treatment plant can be improved through a number of means but addressing unaccounted for water in the system is a very high priority.

Sweetwater Bore Consent

Council holds a resource consent to take water from the Aupouri Aquifer in the vicinity of Sweetwater. The Council will lose its rights to take water from the aquifer in March 2019 unless the consent is exercised (water is taken for the purpose of a public water supply) or the lapse date is extended.

We have applied to the Northland Regional Council to extend the lapse date. This will ensure our asset is available if the Kaitaia Water Strategy work indicates that the bore is a suitable source for Kaitaia.

Wastewater Discharge to Land in the Far North

Staff presented a workshop on the opportunities and challenges for wastewater discharge to land on 23rd August.

Feedback from the workshop will be used for a report on the future of the Taipa Wastewater Scheme.

Requests to Connect to Water and Wastewater Services

Seventeen requests to connect to Council water and wastewater services were received in August and September 2018.

Year to date we have received 31 applications (compared to 26 in 2017).

Asset Management

Hundertwasser development

The Council has been working closely with Far North Holdings Ltd to identify the most appropriate solution for accommodating existing stormwater and waste water into the new works.

The location of the proposed Hundertwasser Memorial Park Centre is over an existing wastewater pipe and very close to an existing stormwater pipe. The pipes need to be protected from damage caused by construction activities, building loading and settlement of the soft ground. The pipes also need to remain easily accessible for future maintenance and renewal or upgrade works.

Kaeo Water Supply

Work is underway to identify a long term solution to the quality of water provision from the existing private water supply. This could take the form of a Te Kao solution for water tanks.

Mangonui Boardwalk Safety Barrier (Handrail)

Installation of the 80m section required to comply with the amended NRC abatement notice was completed on 14th September. The response from the community has been mixed.

FNHL Project Manager and the Waterfront Facilities Working Group have had their first concept design meeting for the remaining boardwalk section to address the second part of the abatement notice by January 2020.

The concept will also consider the future extensions.



Asset Management System

The evaluation process for the new system is underway with reports anticipated to be taken to procurement board and Council in the first quarter of 2019.

The incumbent, AssetFinda, have withdrawn from the process and measures are in place to disengage from the existing system.

Service Reviews

The 2018/2019 service review programme comprises three separate workstreams:

1. The Hokianga Ferry contract expires 30 June 2019. Council are currently undertaking a service delivery and contract review in preparation of going out to tender early next year.
2. Swimming Pools – new contract to be awarded by 20 June 2019.
3. Northland Transport Alliance

These are all time critical to ensure that the reviews can be undertaken and procurement undertaken prior to the existing contracts terminating.