



**Far North  
District Council**

## **Chief Executive Officer's Report To Council**

Period: 1 October – 30 November 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 October – 30 November 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**

Activity rates for the October-November 2018 reporting period have been high as we culminate towards the Christmas break. Key features of the period include the continued growth of the District; the good work being done to support Elected Members in community outreach; and the measures being taken at governance and staff levels in striving for excellence as an organisation.

Workloads remain high in the consenting processes of council, with Resource Consent applications and Building Consent applications sitting at 21% and 16% above the four year average respectively. In the case of the Building Consents, the seven-month overhaul of our processes has produced a range of improvements, many of which were launched on 1 November 2018 and which we now expect to start showing in our KPIs for the function. The significant outsourcing of some of our most complex work to a selection of supporting contractors is providing significant relief, but demand remains high. The silver lining to the problem is the level of sustained development which our district continues to enjoy.

Outreach to our communities has most notably included the Dog Policy and Bylaw consultation work coming to a head with policy deliberations during the period. Staff have taken great care to provide a meticulous chain of drafts, consultation, submissions, hearings, and summary reports of these to Council. The best possible decision support has been provided in putting feedback and options in front of councillors for evidence-based deliberations. We look forward to the successful passage of new policy and bylaw at the December Ordinary Council Meeting.

In other commendable outreach, staff have been on the road with District Plan consultation on a schedule of 13 key community locations. The effort has been well received and rewarded by generally strong community participation. The latest Nga Kuri Auau 'chip n snip' event was held during the period with extremely positive community feedback, and yet more national-level accolades for this initiative (with other councils now indicating an interest in replicating our model). I acknowledge the discretionary effort that staff are putting into the support of Elected Members with a number of after-hours and weekend public and other meetings during the period. These include, as examples: the support of staff with Elected Members at the Bay of Islands Pastoral and Industrial Show in Waimate North; the Labour Day effort of staff on achieving their programmed LTAF (Long Term Asset Funding) milestones, and the on-going support of staff on meetings such as those focussed on the Kaeo water supply challenge.

The pursuit of excellence for the FNDC continues to break new ground. The 'four excellences' of 'Governance, Customer, Operational and Cultural' continue to motivate CEO KPI work. Other progress of particular interest includes:

- The contracted 'Diagnostics' work being done to team-build and refine Governance practices within the Council Elected board
- The engagement of Local Government New Zealand in our wish to schedule a CouncilMark reassessment of FNDC in 2020
- An exchange visit by the FNDC Strategic Leadership Team (SLT) to its Waimakariri District Council peer group (as a 'double A' CouncilMark example) and
- An SLT retreat to plan 'Leadership and Culture' strategy for the advancement of Council performance and character.

There is a genuine striving to be the best council we can be, and numerous elements in the form of programmes and projects are continuing to build to make that real. CouncilMark provides an excellent vehicle for the achievement of a coherent and externally benchmarked approach to that pursuit of excellence.

This is the final CEO Report to Council for the year. I will be issuing a Christmas Message later in December which will identify some of our key achievements for the year. In the pattern we prefer, of recognising our 'lessons learned' ahead of our wins, we sometimes lose sight of the tremendous volume and quality of delivery which is achieved by the FNDC, and of the high level of community satisfaction which is shown in the statistics of all but our most challenging areas. It will be good to take stock at that point.

In the meantime, the staff of FNDC wish the Elected Members the very best of Christmas breaks, and we look forward to reporting again at the first opportunity in the New Year 2019.

Please note: this report covers activities and outputs of the Far North District Council for the period 1 October to 30 November 2018. Due to the earlier timing of the December Ordinary Council Meeting, statistics have only been processed for the month of October. Notwithstanding, the account of activities for both months is complete.

# **CEO Office**

## **Waimakariri District Council Executive Exchange**

The Strategic Leadership Team went on executive exchange with counterparts from Waimakariri District Council (WDC). WDC received a AA rating in their CouncilMark report and the exchange was an opportunity for the SLT to understand the building blocks they put in place to achieve this grade. It was also an opportunity for the SLT to share our improvement journey with WDC.

Key insights from WDC were:

- the importance of having a unifying purpose that focuses the entire organisation;
- being innovative in addressing infrastructure funding and provision challenges;
- building high levels of trust between Elected Members and the executive; and
- confidently engaging with communities, stakeholders, and ratepayers.

## **People and Capability**

### **Diversity Training**

During October, 22 organisation wide training sessions on Diversity and Inclusion were attended by 322 staff.

All council employees took the opportunity to share their experiences and perspectives on working within a diverse workforce. Feedback on the training was positive with many staff commenting on a wider understanding of diversity enhanced by the open and honest nature of the workshops.

These workshops will become a regular feature of the staff development programme across Council.

### **Refocus – Corporate Services**

Consultation with Corporate Services staff on an improved group structure has been completed. Interviews are currently in progress with all appointments scheduled to be in place and the new structure up and running on 3 December 2018. There is no change to the FTE headcount across the Corporate Services Group.

### **Functional Review – District Services**

Consultation with District Services staff on a functional review has been completed. It is now in the recruitment phase with a number of roles having been filled. The new structure is on schedule to be fully operational on December 1.

## Health, Safety & Wellbeing

### Summary of Activities

The Health and Wellbeing initiative – *Move Aotearoa* concluded during the reporting period. Two teams reached the ultimate goal to walk the length of the country, with an average of 1.5 million steps per team accumulated across eight weeks.

The Mental Health Foundation NZ programme, focussed on building a mental health culture in the workplace was introduced to all managers in November. Staff sessions are planned across December and January.

During October the first quarterly Health, Safety & Wellbeing Induction session was held for our volunteer groups. Ten groups were represented from around the district and were provided with tools and information, including clear expectations from Council with regard to the shared duty of care. The second session is planned for quarter three of this financial year.

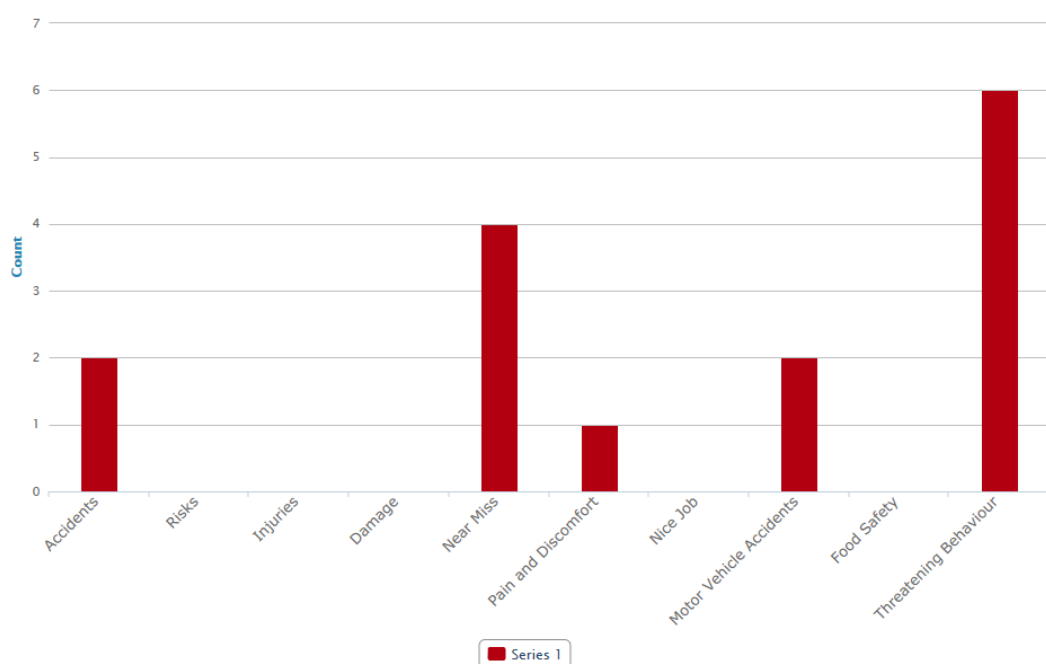
### PeopleSafe Stories

- Fifteen stories told during the month of October
- *Threatening behaviour* related stories continue to track as the highest told story
- The average number of stories told each month for the 12 months to date is sixteen

Far North District Council



### Stories Report Summary





## Staffing, Salaries and Training

### Current Staffing Levels

Actual Head Count at 31 October 2018	Actual Full Time Equivalent (FTE) at 31 October 2018	2018-19 Annual Plan Establishment (FTE)
346	329.7	356

### Salaries and Training 2018-2019

Financial Performance as at 31 October 2018	YTD Actual	YTD Budget	YTD Actual vs Budget	Annual Budget
Salary Costs	8,166,495	8,496,596	-330,100	27,595,979
Training Costs	192,125	278,944	-86,000	836,758
<b>Training as a % of Salaries</b> (Sector average is 4%)	<b>2.4%</b>	<b>3.3%</b>		<b>3.0%</b>

### Vacancies

As at **31 October 2018** FNDC held the following vacancies:

Department	Number of Open Vacancies (FTE)
CEO/Communications/People & Capabilities	4
Corporate Services	2
District Services	7
Infrastructure & Asset Management	8
Strategic Planning & Policy	2
<b>FNDC TOTAL (FTE) * includes fixed term and casual roles</b>	<b>23</b>

## Communications Reports

### Media Releases

The Communications team issued media releases publicising:

- A Council reprieve for Kaeo residents whose water supplier plans to cease trading
- An algal bloom which forced the Council to change its raw water source for Kerikeri
- An electronic application service for building consents
- A free dog neutering and microchipping event in Moerewa
- The phasing out of plastic bags at Far North libraries
- The District Plan review process
- A new mural at Kaikohe's electric vehicle charging station

Four of the media releases were published in at least two of the newspapers that circulate in the Far North. The rest were published in at least one of the newspapers that circulate in the District.

### Media Enquiries

The Communications team fielded 22 media enquiries from The Bay Chronicle/Northern News, The Northland Age, RNZ, TVNZ and The Russell Review. Common topics included animal management and water supplies.

### Targeted Publicity

*Creating Great Places: A newsletter about Council projects that make the Far North a great place to live.*

The Communications team designed and produced the following information products:

- A four-page, colour newsletter about Council projects. This was sent to 26,000 properties with second quarter rates bills
- A brochure explaining how the Council maintains roads
- A brochure about the Community Grants Scheme
- A brochure about the District Plan Review
- Four issues of Great People, a fortnightly newsletter that celebrates Council staff and their achievements on behalf of elected members and communities
- A special briefing for elected members on improvements to the building consent process



## **Community Events**

The Communications team coordinated and staffed an information stall at the Bay of Islands P & I Show. The team, supported by other Council staff, Mayor John Carter and Councillor Kelly Stratford engaged with more than 200 people and distributed the above information brochures.

## **Support to the Mayor**

The Communications team supported the Mayor in the writing of five newspaper columns about the need to conserve water this summer, improvements to the building consent process, ratepayer-funded services, the booming cruise ship industry and the dog management policy and bylaw consultation.

# **Strategy**

## **Planning**

### **Annual Plan**

Work continues on refining 2019-20 budgets.

Variations to year two of the Long Term Plan have been identified and tested for significance. Council will be asked to consider the necessity for consultation at the December Council meeting given that none of the variations are considered to be significant, according to our policy on Significance and Engagement.

## **Strategy Development, Bylaws and Policies**

### **Sustainable District Strategy**

A paper was submitted to the 28 November 2018 Governance and Strategic Relationships Committee recommending a change in scope to the Sustainable District Strategy.

The change in scope is to allow a full consideration of the strategies and directions of Council's strategic partners so that opportunities are realised and a comprehensive set of goals can be developed for the District Strategy that are aligned with Council's strategic partners. Strategic stakeholder engagement was not included in the original work plan for the Sustainable District Strategy.

A paper has been submitted to the 13 December 2018 Council meeting recommending the adoption of a revised work plan to reflect the change in scope recommended to the Governance and Strategic Relationships Committee.

### **District Transport Strategy**

At the 25 October 2018 Council meeting it was resolved to form a Project Governance Structure to guide and support the development of the District Transport Strategy. This created a Project Board with the following Councillors:

- Councillor Foy
- Councillor Court
- Councillor Hookway
- Councillor Vujcich

The inaugural Project Board meeting was held on 30 November that covered:

- Project Board roles and responsibilities
- A draft communications approach

The intention of the District Transport Strategy is to align with and deliver on the goals of the District Strategy.

## **Strategic Relationships**

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

The list of key Council strategic partners contains the organisations that will be looked to for strategic alignment and the development of the District Strategy as per the change in scope to the District Strategy.

## **Bylaws and Policies**

The proposed Dog Management Policy and Bylaw 2018 and the proposed Alcohol Control Bylaw deliberations took place over the month of November 2018.

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

## **District Planning**

### **Draft District Plan**

Staff are conducting roadshows for the draft policy framework for the new District Plan at 13 key locations around the Far North.

The purpose of the roadshow is to:

- create awareness of the important topics and key milestone piece of work in the development of the new plan
- assist the community with understanding the new directions in resource management
- outline opportunities for consultation throughout the plan development process

Participation in the five roadshow events held to date has been strong with notable feedback received identifying the need for:

- careful management of land uses that rely on our water resources
- more focussed integration of infrastructure and land use to service the needs of growing communities, as well as the different needs of these communities

Coopers Beach and Mangonui communities were notable in highlighting the demands for servicing aging communities. Roadshows will service the Kerikeri community in mid November and Russell and Paihia in late November.

The feedback period closes on 17 December.

### **National Planning Standards**

The Ministry for the Environment are progressing with the development of Planning Standards and have signalled the intention to further work with 'pilot Councils' including Far North District Council in testing some particular standards.

The gazettal date for the standards is expected around April 2019.

The new District Plan will need to include the mandatory provisions of the standards and may adopt other non-mandatory provisions.

### **Private Plan Change 22 – Inlet Estate Limited (PPC22)**

The Council decision to approve this private plan change was notified 14 November 2018 after the Council meeting held on 25 October 2018 resolved to accept the independent hearing commissioner's recommendations.

The plan change creates an area of additional residential zoned land in Kerikeri.

## **Current Reserve Management Plan Processes**

### **Lindvart Park**

Council adopted the draft reserve management plan for Lindvart Park at the 25 October 2018 Council meeting.

A public media release was issued on the 14 November 2018 informing the public that the management plan had been adopted by Council.

### **Kerikeri Domain**

The BOI-Whangaroa Community Board endorsed public notification of the draft reserve management plan for the Kerikeri Domain.

Approval will be sought by Council to publicly notify the draft reserve management plan at the 13 December Council meeting.

## **Economic Development**

### **Aviation School**

New Zealand Aviation Aotearoa Ltd has taken over facilities at Kerikeri Airport in a building that was previously a flying school. Administration and classrooms have been set up. The intention is that more than 480 international students, including engineering and maintenance personnel, are trained at the site.

Staff have supported New Zealand Aviation Aotearoa Ltd with choosing Kerikeri as a satellite site to their operations at Ardmore Airport for engineering and aviation training. The first intake of students is January 2019.

## Northland|Forward Together

### Provincial Growth Fund Applications

The next announcements by Minister Jones for Northland applications are to be early in the new year.

We are working with MBIE to package future applications to assist their assessments.

### Northland|Forward Together Project Update

Snapshot of current individual project status and actions as at 31 October 2018			
Projects	Lead Council	Status	Actions to be taken
Active Recreation and Sports Facilities	NRC	In progress and on target	<p>Public consultation on a Regional Sporting Facilities rate during the 2018-28 LTP has concluded and Council has decided on a \$15 plus GST (per rateable unit/SUIP) rate across all of Northland.</p> <p>Detailed criteria for allocation of the rate has been decided by NRC, and bodies allocated funding have been announced.</p>
Regional ICT Programme	FNDC	In progress and new TOR being established	<p>Priorities for the Regional ICT group are</p> <ul style="list-style-type: none"><li>• Initialised project for ICT initiatives in support of the Northland Transport Alliance</li><li>• Opportunities for alignment of strategy and policy</li><li>• Identified opportunities for a pilot service (GIS, Customer Mobile Technology, and IOT)</li></ul>
Provision of GIS Services to KDC	NRC	In progress and new target	<p>KDC internal viewer environment has been implemented.</p> <p>Discussions are continuing for the provision of additional capabilities/resources to support KDC initiatives.</p> <p>Target go live date is set for November 2018, once stability issues are resolved.</p>

Projects	Lead Council	Status	Actions to be taken
LIDAR capture for Northland	NRC	In progress and new target	<p>Completed capture of Awanui catchment. Was on hold until weather was best for flying, therefore spring 2018 re-commencement.</p> <p>RPS has confirmed they are mobilising to get the survey re-started with Mainland Air during October.</p> <p>RPS contract completion date set for June 2019.</p>
Four Waters	WDC	In progress and on target (Subject to national enquiries)	<p>The Havelock North Inquiry recommended moving to a system of aggregated, dedicated water providers.</p> <p>The 4WAGN Group is considering service delivery options for Northland, based on aggregation of services within the region, and undertake a similar process to that which resulted in the NTA being formed.</p> <p>The 4WAGN will also explore options for service delivery with Auckland City and Water care and report back to CEs.</p>
Digital Enablement Plan	WDC	In progress and on target	<p>Refreshed Digital Enablement Plan developed – aim 100% connectivity.</p> <p>There are 13 projects identified under 4 works trams:</p> <ul style="list-style-type: none"> <li>a. Digital Infrastructure</li> <li>b. Access: Providing last mile infrastructure</li> <li>c. Connectivity: Support Community uptake of new broadband infrastructure</li> <li>d. Enhance digital skills and capability of business in the region</li> </ul> <p>Digital Infrastructure Report completed, including mapping of gaps post CIP deployments.</p> <p>Two Digital Enablement Group members (from Northland Inc and FNDC) attended a professional scholarship in the US, and will report back to CEs at their December meeting.</p> <p>Minister Jones announced in mid-November a further \$40M being allocated to the Rural Broadband Roll-out from the Provincial Growth Fund, of which some will come to Northland.</p>

Projects	Lead Council	Status	Actions to be taken
Provincial Growth Fund	Northland Inc.	In progress and on target	<p>Focus group from Northland Councils and Northland Inc. developing business case/expressions of interest for potential Provincial Growth Funding.</p> <p>Total of \$70.167M to June 2018 has been granted for Northland projects.</p> <p>During November Minister Jones announced \$40M of successful funding for the Whanganui Manawatu areas.</p>



## **Community Wellbeing**

### **Ngā Kuri Auau**

Far North District Council was invited to Wellington to speak at the Society of Local Government Managers Communication & Engagement Forum on 12 November 2018. Graphic Designer Matthew McCambridge attended to present on the campaign's visual identity and Community Development Advisor Ana Mules presented on the creative brief development and community engagement tactics. The presentation was well received and three other Councils have since registered their interest in replicating the initiative in their areas.

After the presentation, conference facilitator Elizabeth Hughes Director, Strategy & Communication commented *"That is star quality engagement and I take my hat off to you. [It's] an example of how to engage with your community, it's relevant, it's compelling, it ticks all the boxes and I hope to see this initiative rolled out to other places"*.

### **Far North Youth Council**

The criteria have been set for the Ministry of Youth Development funded youth council project - Innovation Fund.

The Far North Youth Council sponsored the Moko Foundation *Rangatahi Leadership Summit* and Inspiring Stories Trust *Youth Weavers* youth events as pilot projects for the Innovation Fund.

### **Disability Action Group**

The Disability Action Group made a deputation to October Council meeting to present their strategic goals. They have developed and adopted an Annual Report 2017-2018 which will be received by each community board as an agenda item to help guide their strategic plans.

### **Placemaking**

The Te Hiku Community Board's Strategic Plan has been adopted, with placemaking funds allocated to a community-led placemaking project in Jaycee Park, Kaitaia.

## **Sport Northland - Far North Activity**

Support continues with Kaikohe and Districts Sportsville and the development of their new strategic plan. Sportsville is one of the top six priority facilities and have been successful with securing \$100k earlier than expected to install lights on the rugby fields.

Work has been progressing with setting up a new board for the Te Hiku Sports Hub. Interviews by the appointments panel took place on 23 November 2018. Ninety percent of funding has been secured and we are waiting to hear the outcome of the funding application made to Foundation North.

The Far North District Council Far North Sports Awards received 104 nominations and was staged Friday 23 November in Kaitia.

The ASB Kerikeri Half Marathon and Ray White 5km run / walk was held on 17 November 2018 with around 1800 people participating – 22 Sport Northland staff were involved in the event lead up and on the day.

## **Tuhono i te Ao - Science Expo**

For the second year in a row, Community Development staff, as part of the Mayor's Taskforce for Jobs, has supported Victoria University's science careers showcase to schools in the mid North.

It is designed to show that science is an exciting and challenging career and to bring young university science students into contact with schools, sharing their enthusiasm for science.

Topics this year were environmental science, climate change, building architecture and industrial design.

## **2018 Health and Social Innovation Awards**

The Kai Ora Fund (Far North District Council, Manaia and Tai Tokerau Primary Health Organisations, Te Puni Kokiri and Northland Inc) was a finalist for two awards. We received a runner-up in the Building Collaborative Relationships and a merit in the Best Innovation for Social Outcomes.

## **Governance**

### **Support to Elected Members**

The Mayor and Councillors have participated in workshops with LGNZ Equip facilitators Dr Steven Finlay and Pamela Peters to build members' strengths and performance as governors and district leaders.

On 15 November 2018 the Mayor, Councillors, and Community Board Chairs were briefed about Council's obligations under the Health and Safety at Work Act 2015. Mike Goodison from WorkSafe (NZ's primary health and safety regulator) attended as a guest speaker.

## **Audit & Risk**

### **Risk**

The members of the Audit, Risk, and Finance Committee are taking part in a series of workshops to identify and prioritise risks to the organisation. Once this process is complete risk treatment plans will be developed and implemented.

### **Internal Audit**

A Contract Management Audit has been completed. Action plans will be set to address findings and recommendations in the near future and progress against these will be monitored through to completion.

We are in the process of setting out the programme of work for the next 12 months.

## **Project Management Office**

The Project Management Office have been working with Rotorua Lakes Council to provide advice and guidance on the establishment of their PMO function (recently launched), including sharing our artefacts, lessons learnt, key challenges and opportunities in implementing a PMO.

# Corporate

## Financial information as at 31 October 2018

### Whole of Council Statement of Operational Financial Performance for the period ending 31 October 2018

	Year to date					Full year		
	YTD Actual \$000's	YTD Budget \$000's	Variance \$000's	Actuals YTD as a % of Total Budget	Actuals YTD as a % of Annual Forecast	Total Annual Budget \$000's	Total Annual Forecast \$000's	Forecast Variance \$000's
<b>Operations</b>								
<b>Operational income</b>								
Rates - general (excl water supply rates)	29,434	28,217	1,217	35%	35%	84,651	84,651	0
Rates - penalties	340	518	(179)	16%	16%	2,073	2,073	0
Fees & charges (inc water supply rates)	5,552	5,103	448	36%	36%	15,633	15,633	0
Central govt subsidies - operational	2,487	2,944	(457)	27%	28%	9,358	8,737	(621)
Other income	474	319	155	26%	26%	1,851	1,851	0
<b>Capital income</b>								
Central govt subsidies - new works	971	106	865	9%	9%	10,881	11,162	281
Central govt subsidies - renewals	2,472	3,869	(1,398)	22%	21%	11,367	11,791	424
Other contributions	0	29	(29)	0%	0%	86	86	0
Development contributions	38	0	38	0%	0%	0	0	0
<b>Total operating income</b>	<b>41,767</b>	<b>41,106</b>	<b>662</b>			<b>135,900</b>	<b>135,985</b>	<b>84</b>
<b>Operating Expenditure</b>								
Payroll related costs	5,590	5,783	194	30%	30%	18,783	18,783	0
Other staffing related costs	450	537	88	28%	28%	1,622	1,622	0
General expenses	1,904	2,066	162	28%	28%	6,887	6,887	0
Rate remissions	2,211	1,945	(266)	102%	102%	2,165	2,165	0
Contractor & professional fees	10,179	12,385	2,205	25%	26%	40,236	39,842	394
Grants and donations	947	785	(162)	46%	46%	2,071	2,071	0
Allocations (direct and indirect)	4,652	5,510	858	28%	28%	16,533	16,533	0
Interest costs	835	1,247	413	22%	22%	3,742	3,742	0
<b>Sub-total</b>	<b>26,767</b>	<b>30,259</b>	<b>3,492</b>			<b>92,037</b>	<b>91,643</b>	<b>394</b>
Depreciation and other asset costs	10,610	10,557	(52)			31,673	31,673	0
Gain/Loss on Disposal	1,272	0	(1,272)			0	0	0
<b>Total operating expenditure</b>	<b>38,649</b>	<b>40,816</b>	<b>2,167</b>			<b>123,711</b>	<b>123,317</b>	<b>394</b>
<b>Net operating surplus/(deficit)</b>	<b>3,118</b>	<b>289</b>	<b>2,829</b>			<b>12,190</b>	<b>12,668</b>	<b>478</b>

### Statement of Capital Financial Performance for the period ending 31 October 2018

	Year to date \$000's			Actuals as % of Total Budget	Actual as % of Annual Forecast	Full year \$000's		
	YTD Actual	YTD Total Budget	Variance			Total Annual Budget	Total Annual Forecast	Forecast Variance
<b>Capital Works</b>								
District Facilities	1,496	1,501	5	21%	19%	7,215	7,722	(508)
Stormwater	90	319	230	5%	5%	1,701	1,708	(7)
Solid Waste	158	101	(57)	35%	28%	452	573	(121)
Wastewater	2,794	4,180	1,386	12%	12%	22,377	22,377	0
Water Supply	503	724	221	7%	7%	6,981	7,035	(54)
	<b>5,040</b>	<b>6,825</b>	<b>1,785</b>	<b>13%</b>	<b>13%</b>	<b>38,726</b>	<b>39,416</b>	<b>(690)</b>
Roading & Footpaths	5,367	6,023	656	22%	22%	24,309	24,729	(420)
<b>Other</b>								
Environmental Management	1	0	(1)	0%	0%	981	981	0
Governance & Strategic Administration	460	1,123	663	7%	7%	6,186	6,197	(10)
Customer Services	141	218	77	17%	17%	805	805	(1)
<b>Total Capital Works</b>	<b>11,008</b>	<b>14,189</b>	<b>3,181</b>	<b>16%</b>	<b>15%</b>	<b>71,007</b>	<b>72,128</b>	<b>(1,121)</b>

## **Information Services**

### **Business Intelligence**

The Business Intelligence Pilot Programme is currently underway, with some key outputs identified for delivery in the pilot phase; including a Capital Programme Dashboard, SLT Dashboard, Council Financial Reporting and CEO KPI's.

### **Building Consents Process Renovation**

The Information Services team supported the Building Consents Process Renovation through the effective delivery of the Electronic Application process, employing the Simpli forms alongside technologies currently in use by FNDC to offer an electronic application process for building consents.

### **GIS Internal Viewer (Local Maps)**

The GIS Internal Map Viewer was rolled out across organisation, with several maps available for use and a feedback mechanism to ensure the new map layers and data meet business needs.

The rollout was accompanied by a GIS Day Roadshow, showcasing our GIS software, services and roadmap across the organisation.

### **Northland ICT Collaboration**

FNDC has re-initialised the Northland ICT Collaboration forum in support of Northland | Forward Together through monthly meetings with the ICT Managers and GM's.

Current areas of focus are on supporting the NTA, exploring a GIS partnership with NRC and sharing our respective work programmes to establish ongoing collaboration opportunities.

## LGOIMA Monthly Statistics

Data as of 31 October 2018

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

Month	# Requests / Month	# Requests responded 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	14	14	0	0	0
Oct	12	2 remain open	10	0	1

# Operations

## Customer Service

### Customer Experience Programme

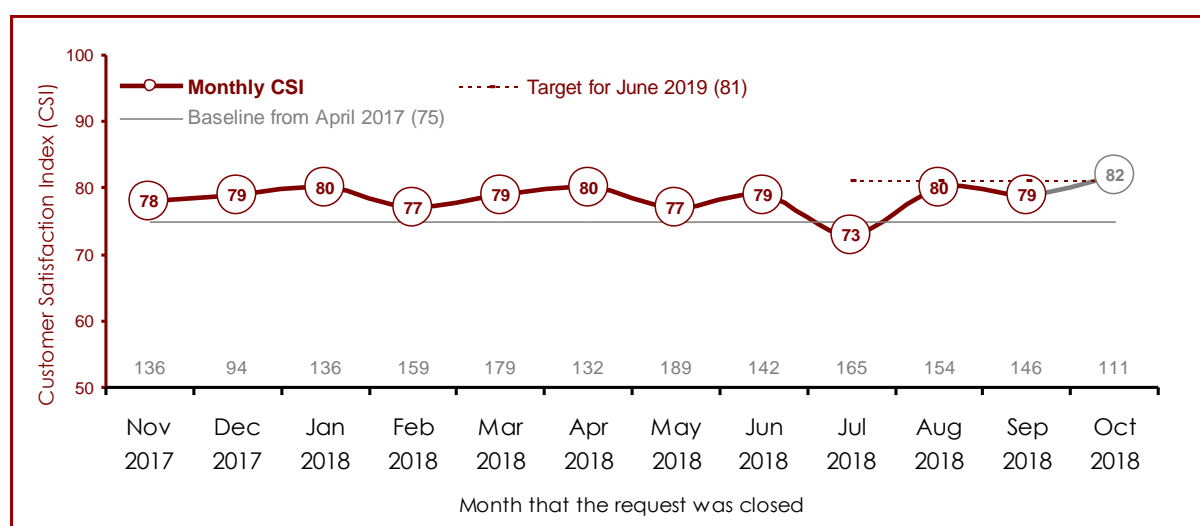
#### Closed RFS – Customer Satisfaction Index (CSI)

The CSI for the 4-month period ending 31 October is 78.1.

CSI continues to show a gradual upward trend, with teams across the council actively working to identify opportunities and take actions to improve customer experiences.

Planning and communication is being progressed to ensure that lessons learned in one area of council can be used and shared to benefit customers and staff across other areas of council.

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



### Contact Centre / Service Centres

- 14.2% increase in the financial counter stats for service centres (1,380 up from 1,208 in October 2017)
- 32.1% increase in the number of Ask.U.s emails (1,501 up from 1,136 in October 2017)
- 5.7% increase in the number of phone calls through the Contact Centre (8,782 up from 8,310 in October 2017)
- The overall satisfaction with making a request to Council was 81.6% in October
- The overall satisfaction with visits to Service Centres was 97.4% in October

## **Libraries**

- 1.7% decrease in total checkout numbers (35,235 down from 35,836 in 2017)
- 70.2% increase in Ebook and Audiobook downloads (1,959 up from 1,151 in 2017)
- The overall satisfaction with visits to Libraries is 98.8% in October

## **i-SITEs**

- 4.4% increase in total visitor numbers (26,746 up from 25,611 in October 2017)
- 0.3% increase in retail revenue (\$9,204 up from \$9,175 in October 2017)
- The customer experience tracking programme shows the overall satisfaction with visits to i-SITEs at 97% in October

Cruise ship season is underway making the Bay of Islands a very busy place.

Recently commenced markets at Waitangi appear to be going well, providing another option for cruise ship visitors.



## **Regulatory Services**

### **Compliance and Contract Management**

A total of 729 RFSs were received during October, with 84% responded to within target response times against the annual target of 90%.

### **Animal Management**

An 'Adopt a Dog' Facebook page went live Tuesday 13 November and is expected to draw in further public interest.

The 'Nga Kuri Auau O Moerewa' snip & chip dog day was held 19 October and was well attended. The day was a huge success with the SPCA, Bay of Islands Vets, Pet-n-Sur and the Bay of Islands Rescue Group all actively participating.

A total of 213 dogs presented, with 187 microchipped and 185 neutering vouchers issued.

### **Environmental Health**

13 premises were transitioned to the Food Act 2014 regime during October. To date 93% (418 of 451) of food businesses across the District have been transitioned to the appropriate Food Plans.

### **Building Compliance**

12 swimming pools were inspected during October.

Of the 746 pools on Council's register:

- 676 (91%) are compliant
- 22 (3%) are due for inspections
- 48 (6%) are non-compliant

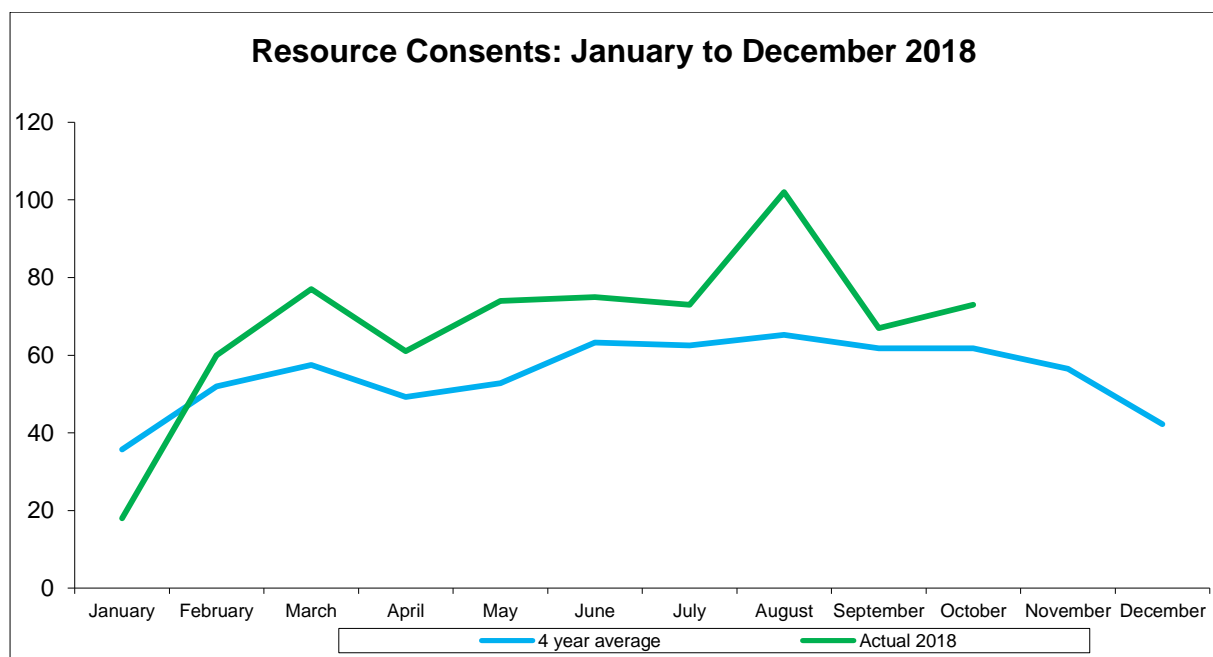
There were 14 commercial premises inspections during October with 5 buildings (36%) assessed as non-compliant.

## Resource Consents Management

### Overview

- 18% increase in resource consent applications received during October 2018 compared to the 4 year average
- Resource consent applications received year to date (680) are 21% higher of the four-year average (563)

The challenges faced by the Resource Consent department are being met through the use of consultant planners, who currently hold 55 resource consent applications. The consultant planners are used to process the more complex applications.

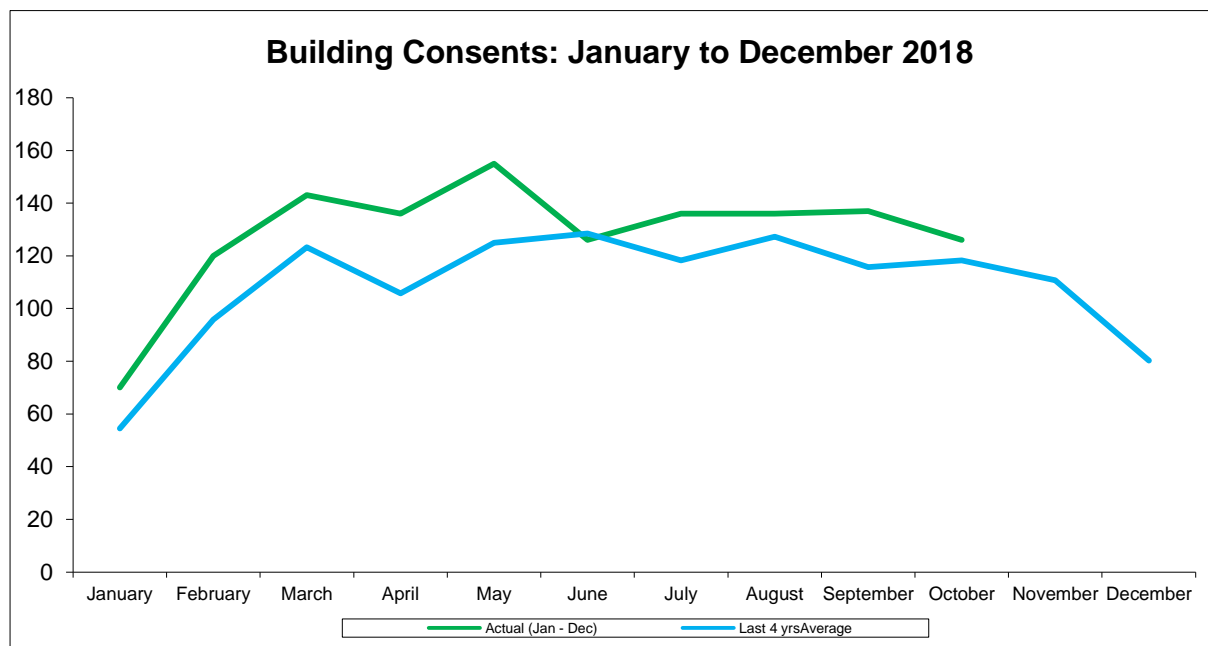


## Building Consents Management

- 7% increase in building consent applications received in October 2018 (126) compared to the four-year average (118)
- Building consent applications received calendar year to date (1285) are 16% higher than the 4 year average (1113)
- The average number of working days for the issue of consents has remained at 19 days

Building consents issued within the legislative time frame of 20 working days were at 53% down from 61% the previous month. Remedial steps are being taken to achieve a higher percentage within the 20 statutory days, with the effects of the Building Consents rennovation (which went live on 1 November 2018) expected to take effect going forward.

Due to the high number of building consents, there has been a flow on effect of 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**

## **Northern Transportation Alliance**

### **Structures**

The following works have been undertaken:

- Zidich Road Culvert - contract awarded
- West Coast Road Bridge - design underway

### **Slips Remediation Works**

The following slip remediation works are underway:

- Pawarenga Road - Practical Completion inspection completed.
- West Coast Road - Contractor to undertake finishing work.
- Callaghan & Broadwood Roads - 95% complete.
- Larmers Rd - Retaining wall under construction. Expect to be complete by end of November.

### **Emergency Slips**

#### **Kaitaia – Awaroa Rd**

Tenders close 23 November. Construction should start early in the new year.

We have received the options reports and instructed the contractor to proceed with the design works for these slips. We will go to tender with these jobs over the next 3 months as the designs become available.

- West Coast Road
- Broadwood Road
- Rakautapu Road
- Pawarenga Road

## **Road Safety**

The road safety education promotion programme is currently going through Councils procurement process and will be considered at the Extraordinary Council meeting on November 28.

Minor safety projects are currently being prioritised and designed for construction over the next two and a half years. This year's rehabilitation programme also has projects that include associated safety improvements.

## **Lighting**

The NZTA have announced that the 85% Funding Assistance Rate for the LED upgrade has been extended to up until 30 June 2021.

Design work on the remaining vehicular category lights, which are mainly arterial roads, is due to start in November and expected to be completed by the end of January.

## **Hokianga Ferry**

Revenue received from ticket sales for the month of October is down 20% on October 2017.

Two new replacement jet propulsion units for the ferry have been ordered. The delivery of the shipment is expected in March 2019.

## **Utility Services**

### **Ultra Fast Broadband Kerikeri**

The majority of work sites are being completed with the laying of ducts and fibre and testing to property boundaries. Work is intended to be completed by Christmas.

### **Ultra Fast Broadband Kaikohe**

Work has commenced. Completion expected in April 2019.

### **Ultra Fast Broadband Papatūriki to Takahue**

Work is almost complete. On track for completion before Christmas.

### **Rural Fibre**

Rural fibre design is being finalised for the Rawhiti area.

UCG, a division of Chorus, are connecting fibre from each property boundary to each house; connections are under way for Kawakawa, Moerewa and Kerikeri.

## **Traffic Management Services**

We are in peak event season for traffic management services with high demand for services at events district wide.

Major upcoming events:

- Christmas parades (all towns)
- Waitangi Day celebrations
- Rugby pre-season game in Kaikohe

Traffic management services are in also in demand as a result of a large amount of work being undertaken by the Council maintenance contractors, Top Energy and other capital works programmes, as well as development work for retirement villages and entrances to properties.

## **Footpaths**

Work on the Greenacres Drive footpath, Kawakawa is near completion. Renewals and maintenance work is being prioritised and will be sent to the contractors shortly. We will be seeking Community Board approval for this year's program.

## **Cycle Trail**

### **MBIE Funded Work**

Work has commenced on seating. Still to come are concrete/asphalt pathways, squeeze bars, interpretation panels/stories, pou-pou and signs.

## 3-Waters Alliance

### Interim Alliance

Membership of the water Alliance Management Team was confirmed with representation from financial management and asset planning, asset management and maintenance both within Council and with the Alliance.

### Major Works

We are undertaking desludging of Pond 1 at Kaitia Wastewater Treatment Plant.

Approval for the work will be sought from the Procurement Board before Christmas so that work can begin around mid March and is expected to be completed by August 2019.

Discussion has begun on a proposal to incorporate stormwater within the water Alliance. It is intended to have the proposal prepared by March 2019.

### Operational Performance Metrics

<b>We are Safe</b>	31	Lost Time Injuries free days
<b>We Comply</b>	100	% Drinking Water Standards Compliance
<b>We provide a superior service</b>	90	% Customer Satisfaction
	95	% Attendance to urgent jobs <i>[target &lt; 2 hours]</i>
	3	Overdue RFSs <i>[target &lt;30]</i>
<b>We look after our assets</b>	100	% Preventative Maintenance Attainment <i>[target 80%]</i>

# **Civil Defence Emergency Management**

## **National**

Work on the 'Emergency Management System Reform' (Government's response to the Technical Advisory Group report on the Ministerial Review on better responses to natural disasters and other emergencies) is continuing.

## **Regional**

A regional roster for a single on-call Duty Officer and a single on-call Controller to act for all CDEM related matters (i.e. alerting, warning, initial actions and response) outside of normal business hours for the entire region is now in place. This arrangement is intended to provide coverage in a more structured way for the Far North and Kaipara District Councils in particular, as well as strengthen the existing CDEM Group on-call arrangement for the benefit of the whole region.

## **Local**

Communities are approaching elected members requesting tsunami additional alarms are installed due to gaps in the network and the inability to hear existing alarms. Each request is considered on a case by case basis taking into account financial implications and available infrastructure to support the alarms. Individuals are able to purchase an indoor alarm at a cost of \$150.00.

Community engagement with respect to CDEM has included meetings with Heritage New Zealand Pouhere Toanga, FNDC combined Community Board Workshop, Tokerau Beach and Whatuwhiwhi Residents and Ratepayers Association, and the Rawene Community.

An evacuation plan for Kaitaia has is now in draft form to support agencies in readiness for a rapidly developing flooding event impacting the community.

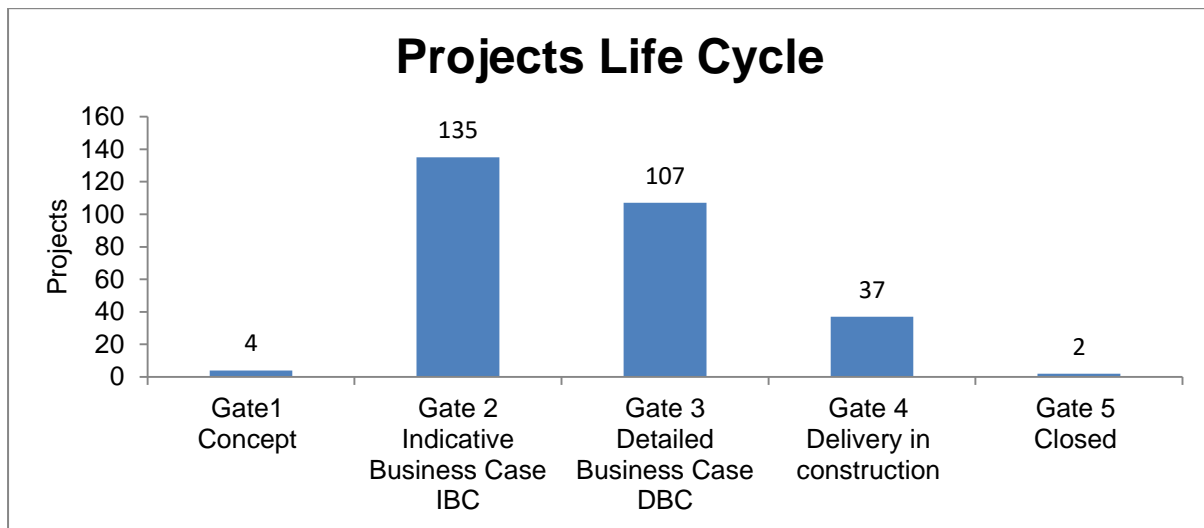
## **Event monitoring**

A National Warning System test message was received and responded to as per Standard Operating Procedures on Wednesday 3 October at 8:01pm.



## Capital Works

### Projects Life Cycle Position as at 31 October 2018



#### Kerikeri Wastewater Treatment Plant

##### Targets:

Plant completion - September 2019

Reticulation Connection - December 2019

##### Project progress:

Access road completed, started earthworks at site, detail design completed.

#### Omanaia Water Treatment Plant

##### Targets:

Award contract - December 2018

Completion - October 2019

##### Project progress:

Tender process closed, preferred supplier recommended.

#### Mawson Ave Water Reticulation

##### Targets:

Award contract - April 2019

Completion - August 2019

##### Project progress:

Concept design completed.

### **Maromaku Sports Field Courts**

#### **Targets:**

Design completed - January 2019

Award contract - April 2019

Completion - June 2019

#### **Project progress:**

Concept design completed

### **Tourism Infrastructure Funding - 5 toilet facilities**

#### **Targets:**

Concept Design and engagement - March 2019

Award contract - June 2019

Completion - November 2019

#### **Project progress:**

Concept design in development, started community engagement.

### **Paihia Wastewater Treatment Plant**

#### **Targets:**

Award contract - December 2018

Completion - June 2019

#### **Project progress:**

Tender process closed, currently evaluating perspective suppliers submitted tenders.

### **Dog Pounds Northern**

#### **Targets:**

Award contract to build - March 2019

Completion - July 2019

#### **Project progress:**

Concept design and community engagement completed

### **Dog Pounds Southern**

Award contract to build - March 2019

Completion - November 2019

#### **Project progress:**

Concept design and community engagement completed

## **Asset Management**

### **Hundertwasser development**

To avoid delaying the Park Centre construction start date, the Council is in discussion to jointly fund with FNHL the diversion of the wastewater pipe around the building. A report will be presented at the February Council meeting.

The options for the existing stormwater culvert are being carefully considered to identify the best long-term solution.

### **Mangonui Boardwalk**

FNHL discussions with NRC suggest the consenting of handrails may be left to our building consents team.

FNHL and the Mangonui waterfront facilities working group are proceeding with a high level concept for presentation to both consenting authorities for input before Christmas.

This is to align with community expectations and the Council's commitment to work with the community to address the remaining boardwalk handrail issues and bringing forward the extensions to the boardwalk.

## **Infrastructure Planning**

### **Sweetwater Bore Consent**

Council holds a resource consent to take water from the Aupouri Aquifer in the vicinity of Sweetwater. The consent was due to lapse in March 2019. An application to extend the lapse date was made to the Northland Regional Council (NRC). The NRC was satisfied by our case that "substantial progress or effort has been, and continues to be, made towards giving effect to the consent..."

The consent has been amended and the new lapse date is 8 March 2024.

### **Requests to Connect to Water and Wastewater Services**

Seventeen requests to connect to Council water and wastewater services were received in October and November 2018.

Year to date we have received 48 applications (compared to 63 in 2017)

## **Consultations and Working Groups**

### **Waikotihe Trust**

Infrastructure planning staff have committed to meeting more regularly with Waikotihe Trust, kaitiaki of the aquifer at Monument Hill.

FNDC breached the resource consent last year and prior to that we failed to meet our commitments to keep the Trust informed.

Members of the Trust visited the Taraire Hills Water Treatment Plant in October to better understand how the two water sources for Kaikohe work together.

The Trust has committed to issuing a joint media release with FDNC on the importance for water conservation in Kaikohe and surrounds.

### **Opononi/Omapere Community Liaison Group**

The Opononi/Omapere Community Liaison Group has been active since February 2010 about the operation of the water and wastewater schemes.

Staff and Community Board members will be attending the Opononi Market to get feedback on the concerns of the community.

The group has identified three areas of concern: cultural appropriateness of wastewater discharges to water, public health concerns around the discharge with respect to recreational water use, and shellfish gathering and affordability of wastewater services.

### **Te Mauri o te Wai**

Wastewater specialists have been engaged to work with Te Mauri o te Wai and the wider community affected by the Rawene WWTP discharge.

This engagement marks a significant milestone in the process of considering alternative treatments and discharges for the Rawene WWTP.

Staff also attended Te Mauri o te Wai's Annual General Meeting at Te Piiti Marae where we committed to telling the history of the wastewater system in the Rawene Newsletter.

### **Ahipara Community Liaison Group**

The group met with wastewater engineers in a workshop to discuss land-based disposal options for the Ahipara Wastewater Treatment. The final report from the consultants is expected before Christmas.

## **Sludge Strategy**

An update report is provided to Infrastructure Network Committee at the 28 November meeting. In summary progress during this period was:

- Iwi consultation summary report and presentation drafted
- Quarry site assessment completed and summary report drafted
- Re-prioritisation of the ponds requiring desludging following a meeting with the Water Alliance
- High level evaluation of preferred dewatering method found mobile mechanical dewatering as the preferred option

## **Paihia Wastewater Treatment Plant**

Far North District Council received a draft Enforcement Order from Northland Regional Council (NRC).

An internal response team has been formed and we have requested a meeting with NRC before the end of November.

## **District Facilities**

### **Waste**

#### **Ahipara landfill closure**

The landfill is almost at full capacity and due to close Monday 10 December 2018.

There are 10 commercial customers that are directly impacted by this closure who are being informed.

#### **Waipapa Transfer Station**

Waipapa Transfer Station opens 10 December 2018. A press release will be released shortly.

#### **Abatement Notice**

An abatement notice was received from NRC on 2 November 2018 regarding discharges from waste bins at the Kaitaia Recovery Centre to stormwater drains.

Staff have met with site operators and arranged for an immediate step to be undertaken to move the containers from hard stand areas to dedicated bin bays. Long term solutions are being investigated in line with new requirements under the NRC's Draft Regional Plan for discharges from waste sites (including the installation of leachate capture / treatment systems).

#### **Greenwaste**

Opononi greenwaste trial started in October. Wee will continue to promote and monitor its use.

#### **Plastic Recycling**

A plastic recycling report is being presented to the Infrastructure Network Committee meeting in November requesting that Council stop collecting grades 3 to 7 plastics due to China closing their market to these particular plastics.

Other reports going to the Infrastructure Network Committee November meeting include the request to roll over the Russell Landfill Operation and Eco Solutions contracts for their final year before looking at any new contracts.

## **Swimming Pools**

Kaitaia and Kerikeri pools opened on Wednesday 24 October for the 2018/19 season

All pools have been emptied, cleaned and painted. However a number of leaks have been identified in the Kaitaia pool and Kaikohe pool.

The Kaikohe pool is being repaired and will be opened late November / early December.

Age entry requirements for unsupervised patrons will be enforced at all Council pools. Unsupervised patrons must be 12 years and over.

The final 'Contract for Services' between Council and CBEC is under review and should be signed late November / early December.

## **Leases / Agreements**

Sportsville Agreement – the management of Lindvart Park is now ready for signing by both parties.

Focus Paihia Custodian Services agreement is progressing, requesting extra Custodians over the peak periods.

We are currently reviewing a number of lease requests including:

- Russell Sports field lease
- Hihi Community Hall request
- Unahi wharf and surrounding land
- Houhora Kohanga
- Kaitaia Kohanga
- Bledisloe Domain

## **Town Maintenance**

Kaikohe main street gardens have been renovated in time for Christmas.

Plans are now in place to introduce and empty extra refuse bins at no cost to Council and have a custodian in place during the peak season that will be responsible for ensuring all services including rubbish and toilets are delivered to a high standard.

## **Parks and Reserves**

### **Additional services during peak season**

Planning and programming of additional services are underway for the areas known to be hot spots during the peak season include Ahipara, Cable Bay, Coopers Beach, Whatuwhiwhi and Mangonui, Doubtless Bay and where visitor numbers and cruise ship visits require special attention in Paihia and Russell.

### **Lake Manuwai**

The Lake Manuwai development proposal is underway involving Bay of Islands-Whangaroa Community Board representatives, members from the Kerikeri Cruising Club and other Lake user groups.

The group will be tasked with taking responsibility for the lake use and asset development with Council assisting the formation of this group. Council will remain responsible for maintaining the access way to the lake.

### **Playgrounds**

A district wide general playground audit has been completed. We are awaiting the outcome of the findings.

### **Sportsfield Renovations**

Extensive sportsfield renovation work is being carried out on the Kerikeri number one rugby field and the Central grounds rugby field.

### **Tree Removal**

There has been an increase in arborist works due to the recent heavy winds. This included the removal of a large fallen Eucalypt tree located on a Council reserve in Ohaeawai. A number of other trees have since been identified as being at risk, needing to be removed.



### **Freedom Camping**

Responsible (Freedom) camping review is underway as a result of ongoing complaints and issues. It is proposed the current locations of Moerua Park, Kaitaia and Awanui Sports Complex be relocated to the Melba Street public toilet car park and Awanui Park car park. A full review is proposed in the new year.

### **FNDC Calling Card**

A new calling card has been developed and is being trialled so any staff or contractor on site can leave a note for the resident informing them they have been, where they are from, what they were there for and who to contact if needed. On the back is information about making a request for service (RFS).

### **Armistice Day**

Contractors performed extra duties at RSA cemeteries across the district in preparation for Armistice Day, including tidying up cenotaphs.