



**Far North  
District Council**

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

Period: 1 November 2019 – 31 December 2019

### **Key Work Plan Areas:**

**CEO Office**

**Strategy**

**Governance**

**Corporate**

**Operations**

**Infrastructure and Asset Management**

### **Introduction**

Welcome to this CEO report, which provides an overview on the Council's activities for the period 1 November 2019 – 31 December 2019.

## **Welcome to the latest summary report of Council activities**

### **Introduction from Shaun Clarke, Chief Executive**

As we move into full swing for the new 2020 calendar year, with the last of Elected Members and the workforce having returned to full swing, this report summarises where we left off in the closing two months of the last calendar year: 1 November 2019 – 31 December 2019.

The highlight of the period was the comprehensive and well-attended induction of the new Council following the October 2019 Local Body Elections. The various elements of induction included a series of tailored deliveries from staff and invited speakers on topics ranging from Local Government through to Meeting Procedure and Conflicts of Interests; an off-site two-day session for Elected Members and the Strategic Leadership Team in Waitangi, and Ward infrastructure bus tours.

Another highlight was the work culminating ahead of the approaching CouncilMARK assessment scheduled for April 2020. Progress was made in the:

- IAM Business Process Support, phase two;
- Resource Consents process improvement, Vision 20/20;
- Customer Experience collaboration work;
- CouncilMARK initiative #33 Top twelve Risk Treatment Programme Action Plan and Reporting; #34 Process Management Framework Action Plan and Reporting; and #11 Risk Management Action Plan and Reporting;
- Business Continuity Plan refresh;
- Climate Change Action Forum;
- Customer and digital collaborative working group;
- Relationship workshop, Te Hiku Community Board / Kaitaia Business Association; and the
- Innovation Workforce Planning initiative.

As the banner which has come to represent our transformation programmes in the organisation, it is intended that CouncilMARK will formally validate and benchmark our improvement as a council over the past three years.

The Building Consents Authority (BCA) accreditation work also continued in earnest through the period towards addressing the General Non-Compliances (GNCs) identified in the October 2019 International Accreditation New Zealand (IANZ) biennial audit. Progress has remained on schedule, with Building Consent Applications granted or refused within the statutory timeframe now approaching 98% (after an April 2019 low of 26%). Complete clearance of the issues is anticipated by the February 2020 target date.

In association with the transformation programme, workforce culture shift and capacity development continues with the likes of: development of a workforce strategy; continuation of te reo Maori courses; the bedding in of the Percipio learning platform (which all staff can access for professional development such as readings and learning modules), and the adoption of SOLGM's six module on-line intro to local government for our new starters (as part of their induction period).

Further, the new organisation wide Competency Framework is currently being used to review the competencies of staff, with a running total of 130 staff having been reviewed over the past year.

With the absence of a sound organisation-wide evaluation system until recently, many have had no evaluations attempted since 2017. Once the clearance of the backlog has been achieved (June 2020), the Framework will become 'business as usual'.

'Health, Safety and Wellbeing' of staff and contractors remains a regular agenda item for SLT. It is notable that the average number of incidents per month on our PeopleSafe reporting system has continued to drop and sits now at 11.25 incidents per month. The period did see two medical treatment injuries (one to a staff member handling a difficult animal, and one to a contractor).

Other headlines of note or potential interest during the period include that:

- 50% of council has now migrated from Office 2010 to Office 365 as the new platform is rolled out at FNDC;
- We dealt with a large number of issues of public interest, including announcements around elections and appointments and the opening of nominations for the BOI-Whangaroa community board by-election; water restrictions in the South Hokianga and the increase in Kaikohe water restrictions; ongoing improvement in the first suite of FNDC on-line services; and Tourism Infrastructure Fund support for Council projects;
- Dust suppression treatment planning for 50 Far North roads;
- Continuation of Annual Planning with the consultation period set for March-April 2020 (including hearings) for deliberations in May and adoption in June 2020. Similarly, the LTP 2021-31 planning process commenced;
- Te Hono group is now hitting its straps with growing outreach capability – assisting Iwi/Hapu as a council interface unit (for example, helping Ngati Kuri with its biodiversity audit);
- The opening of the Taipa bridge upgrade,
- The completion of the Kaikohe basketball court project for local youth;
- Completion of the Indigenous Biodiversity Identification and Mapping Project to a draft stage (to help us understand 'significant natural areas'); and
- Completion of the Legislative Compliance Framework which defines the approach of this council to enforcing regulatory and other standards.

As a further demonstration that we increasingly rank ourselves with high performing councils, yet another of our initiatives has been recognised nationally during the period. The 'Kai Ora' funding programme that our Far North District Council Community Development staff co-founded with a local health provider in 2015 won an award at the Economic Development New Zealand Gala Awards in Blenheim in November. The Fund, which has now grown to six partnering agencies across Northland, was rewarded with the Commendation for Inclusive Growth.

On the down side, it is noted that while the forecast capital spend remains optimistic for year end, progress against budget is slow and of some concern to the mid-year point (although this is usually the case to an extent with much planning occurring in the first half of the year and bringing to charge later in the year). This will be carefully monitored.

Overall, our improvement actions as a 'progressive' council are advancing well, coupled with reasonable statistics for our planned delivery rates. Staff are very much looking forward to working with the new Council now in place.

## **CEO Office - People and Capability**

### **General Business**

Strategic Workforce Planning has been a focus, with Tier Three and Four People Leaders attending two workshops during November and December 2019. We will be using the information from the workshops to develop a one to three-year strategic workforce plan for council.

The Remuneration Framework Tranche Two is ongoing with 26 staff receiving a salary review. There are a further 22 staff who are yet to be processed. This means that over 130 staff have had competency reviews in the last year under our new framework.

Tranche one being staff that had not had any competency review since 1 July 2017 and were at 85-94% of their grade. Tranche two being staff that fitted the same criteria but were at 94-99% of their grade. The system goes to business as usual in July 2020 with all staff having their competency reviewed on the anniversary of the start date in their role.

### **Te Reo Maori**

The Te Reo Māori learning experience made available to staff over the past two years. Participants contribute one hour of their own time added to one hour of Council time. Students highlight the benefit of diverse departments and cultures in Council coming together to learn one language. Series two ended in November and a new programme will commence in February.

### **Continuous Improvement**

Manager and Team Leaders are increasingly linking the development plans of their teams into the Percipio learning platform. This allows learning goals to be achieved with minimal disruption as well as real time tracking of individual and team progress. Development goals can be accessed from a library within the M7 performance management system and modified to suit individual needs.

### **Hitting the Ground Running**

All new starters with Council are provided with a link to the new SOLGM online learning resource, 'How Local Government Works'. Comprising six modules the learning is a great resource for new employees, particularly those without a local government background. They can complete the modules in their own time but must achieve a pass level to progress. Feedback on this learning resource is positive.

## Health, Safety & Wellbeing

### Summary of Activities

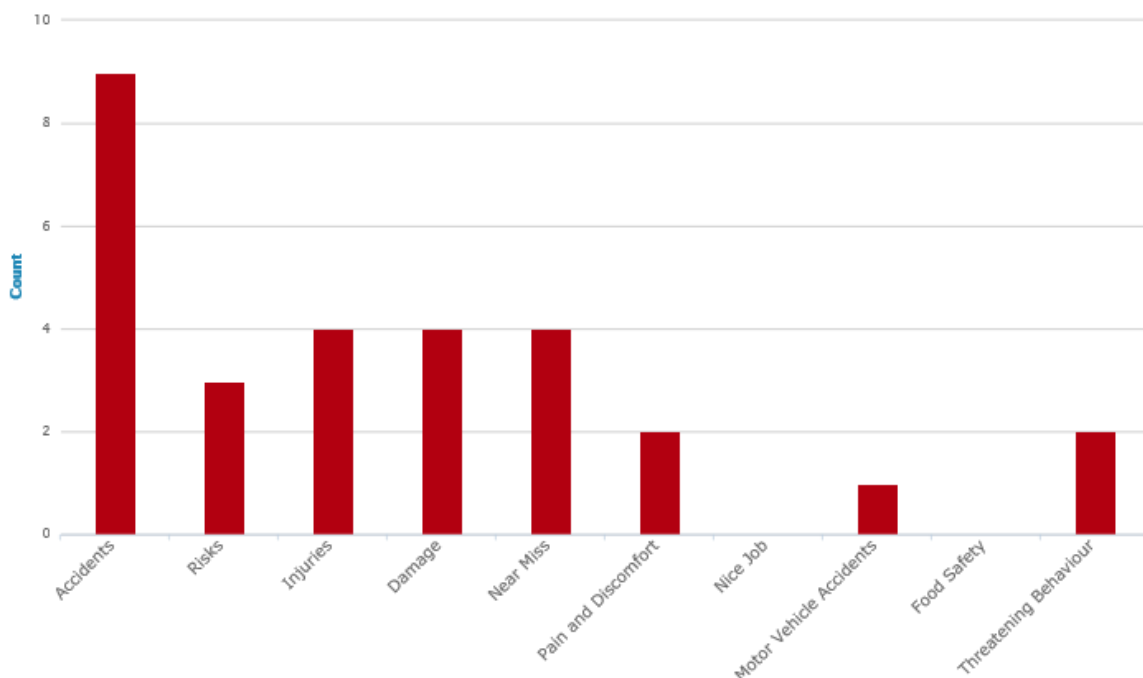
- Two new Health & Safety Representatives appointed.
- Five “Essential Wellbeing Tips” for summer promoted in December.
- Our Business Continuity Plan (BCP) was identified as being out of date after Decembers power outage in Northland. Work to review the BCP is being undertaken in the new year.
- Two Medical Treatment Injuries occurred during the reporting period. One to a staff member in the Animal Management Team and the other to a contractor engaged in field work with our Resource Consents Team. Ongoing return to work plans are in place for both workers.

### PeopleSafe Stories Types during the reporting period

Far North District Council

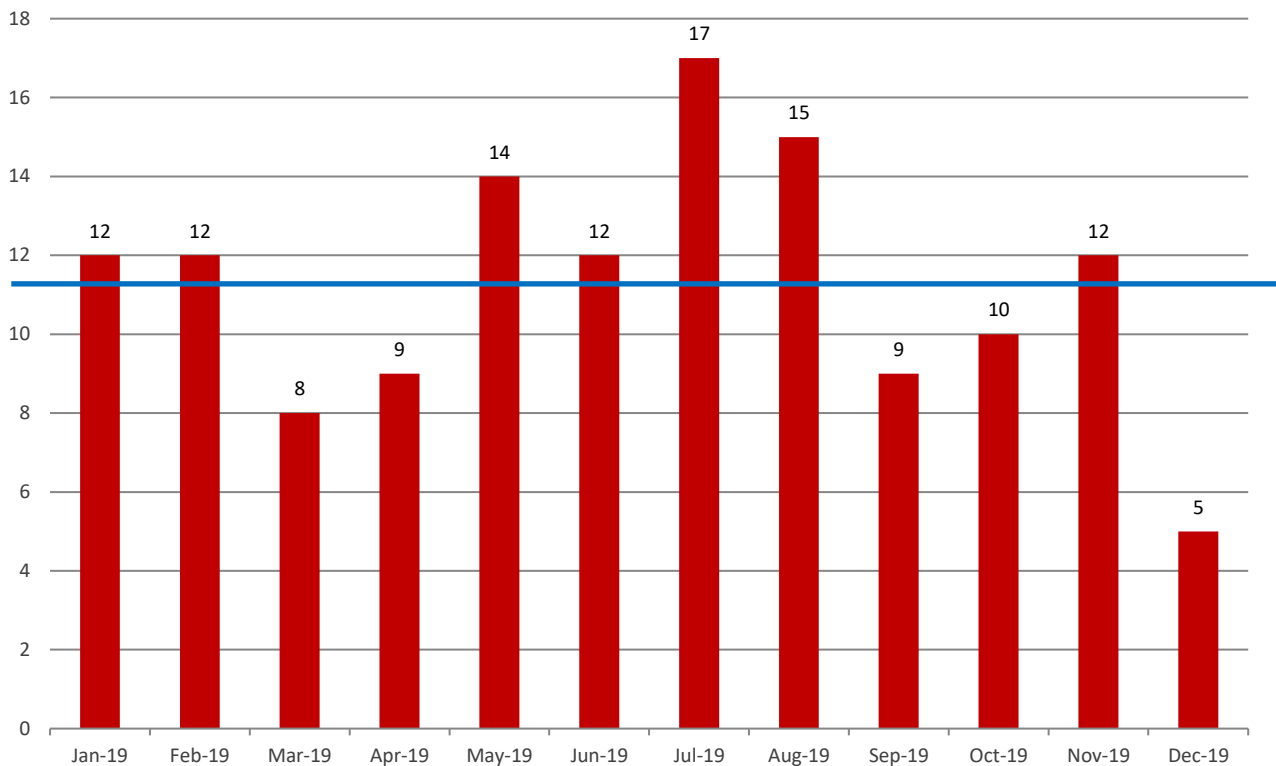


### Stories Report Summary



## PeopleSafe Stories Told 2018/2019 – 12 Month Rolling including average incidents per month

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During the two-month reporting period there were seventeen PeopleSafe stories told, covering twenty-nine incident types, a PeopleSafe story can have more than one incident type attached to it. The average number of incidents told per month has continued to drop and sits at 11.25 incidents per month.

## Staffing, Salaries and Training

### Current Staffing Levels

Actual Full Time Equivalent (FTE) at 31 December 2019	Annual Plan Establishment (FTE)
333.68	377

We currently have over 40 vacancies either on hold or being recruited for, so this is why the actual FTE count is lower. This is expected to increase over the next 2 months with many roles being filled

### Salaries and Training 2019-2020

Financial Performance as at 31 December 2019	YTD Actual	YTD Budget	YTD Actual vs Budget	Annual Budget
Salary Costs	\$14,597,077	\$14,468,421	-\$128,656	\$29,610,284
Training Costs	\$241,412	\$446,823	\$205,411	\$921,864
<b>Trainings as a % of Salaries</b> (Sector average is 4%)	1.7%			3.1%

### Vacancies

As at 31 December 2019 FNDC held the following part time and full-time permanent vacancies:

Department	Vacancies currently being recruited (FTE)	Vacancies pending Recruitment (FTE)
CEO/Communications/People & Capabilities	1	0
Corporate Services	4	1
District Services	8	5
Infrastructure & Asset Management/NTA	1	4
Strategic Planning & Policy	1	0
<b>FNDC TOTAL (FTE)</b> * includes part time & full-time permanent staff	<b>15</b>	<b>10</b>



## **Customer Service - Communications**

### **Media releases**

Nineteen media releases were issued between 1 November and 31 December 2019 about:

- Confirmed local body election results
- Repairs to Kerikeri Road
- Councillor Ann Court's appointment as Deputy Mayor
- The treatment of dogs at Council animal shelters
- The opening of nominations for a community board by-election
- Increased water restrictions for Kaikohe
- The demolition of Kerikeri Domain pavilion
- Improvements to Council's online services
- Two resource consent decisions in the Bay of Islands
- Stolen equipment from a Council playground in Kaitaia
- The donation of confiscated audio equipment to Hospice Mid-Northland
- A new online, interactive map featuring district reserves
- The closure of a section of the Opua-Paihia walkway following a fall by a track user
- Water restrictions for South Hokianga
- Council-supported kaitiaki rangers at holiday hotspots
- Tourism Infrastructure Fund support for Council projects
- Dust suppression treatment for 50 Far North roads
- The closure of nominations for a community board by-election
- Candidates confirmed for a community board by-election.

### **Media enquiries**

This was a quieter reporting period compared to the previous one, which was dominated by local election enquiries. This period, the team fielded 31 media enquiries. No single issue dominated, although animal management issues were again represented with three enquiries and the region's new democracy reporter submitted seven enquiries mostly related to meeting procedures, dates and so on. Other topics included legal letters sent to Facebook administrators by the Council, fundraising sausage sizzles in Paihia, and water restrictions.

## Other outputs

Other outputs during the reporting period included:

- We ran a public information stand at the Bay of Islands Pastoral & Industrial Show on 9 November. The stand was focused on the Speed Limits Bylaw Review consultation, which attracted a total of 166 submissions.
- Promotional materials publicising the Speed Limits Bylaw Review
- One Kerikeri Wastewater Project full-page newspaper advert
- One Kerikeri Wastewater Project newsletter sent to 2000 properties
- 32 Facebook posts on a range of issues, including a broadband speed survey, the FNDC reserves interactive map, Kaikohe's new basketball court, and the Council's new website.
- The FNDC Facebook page achieved a total reach\* of 70,434 during the reporting period. (\*The number of people who had FNDC posts enter their screen).
- Four issues of *Great People*, a fortnightly newsletter that celebrates Council staff and their achievements on behalf of elected members and communities.

## **Strategy - Planning**

### **Annual Plan**

Work continues on the Annual Plan for 2020/21 with a Council decision to consult on key departures from the corresponding Long-Term Plan (LTP) year. The timeline has been amended accordingly, with a consultation document to be tabled for adoption at the February 2020 Council meeting. Consultation will be carried out in March-April 2020 (including hearings) with deliberations in May 2020 prior to adoption of the final Annual Plan before the end of June 2020.

### **Long Term Plan**

Planning for the 2021-31 LTP is now well underway. Along side getting underway with the many sub-elements of the process, a cross-Council collaboration to design an effective engagement programme starting in the first quarter of this year gained traction prior to the Christmas break. The first opportunity to workshop the timeline and critical elements of the LTP is towards the end of February 2020 at which time a critical path and project plan will be presented.

### **Revenue Review**

A workshop with Elected Members in November resulted in a decision to withdraw from an LTP amendment this year in favor of aligning the remaining work of the review with the next LTP so that the community could be fully engaged in the process, and Council could feel confident that the result is fit for purpose and as affordable and sustainable as possible in the short, medium and long-term.

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

### **Far North 2100 District Strategy**

A discussion document on the District Strategy was developed and sent to attendees of the June 2019 Summit. Feedback on the document closed on 6 December 2019 with two agencies requesting a meeting with staff on the content of the discussion document.

Work has commenced on an initial list of transformation opportunities for the draft strategy that will be the subject of a joint collaborative workshop between iwi and hapū partners and the Council in the first quarter of 2020. The output of these workshops will be a draft strategy for consultation in mid-2020.

### **District Transport Strategy**

A workshop for the Integrated Transport Plan with key stakeholders and partners was held on 12 November 2019. This is aligned with what is required by NZTA for our submission into the Regional Land Transport Plan in June 2020.

An online survey was also undertaken prior to Christmas to capture the views of elected members and all other stakeholders on potential transport projects and activities. Draft option programmes are now being developed for consideration at follow up programme development workshops which have been scheduled for 18 February 2020.

### **Climate Change**

Work has commenced on the development of a roadmap that addresses mitigation and adaptation for climate change, with the goal of presenting this roadmap to the Strategy and Policy Committee on 5 May 2020. This will include an assessment of best practice approaches by other councils and what the obligations are anticipated to be for Council under the Climate Change Response (Zero Carbon) Amendment Bill that passed into law on 13 November 2019.

A contractor has been engaged to commence a carbon footprint assessment of Council activities. This work commenced in January 2020 and will be identified as the first tranche of work on the roadmap.

### **Bylaw Programme**

Staff have refined Council's bylaw development processes and procedures based on guidance from the Society of Local Government Managers. This is being applied to the review of the bylaws that have been identified as being revoked.

Staff are working on bylaw option analysis papers for each of the revoked Bylaws. These papers will present regulatory and non-regulatory options aimed at addressing the problems that the revoked bylaws originally considered when they were first developed. These papers will initially be presented to the Regulatory Committee on the 24<sup>th</sup> of March before going to Council.

## **Reserves Programme**

An audit of all reserves in the District was released to the public via a geographical information system mapping layer in December 2020. Staff are receiving feedback from internal departments and public on the accuracy and correctness of this information.

A reserves manual is under development. The manual will guide all staff in Council on the processes and procedures for the acquisition, changing of designation and the disposal of reserve land that is under the control of Council. The intent of the manual is to capture processes and identify roles and responsibilities internally on the administration of reserve land. The manual is scheduled to be circulated to staff by June 2020.

The existing reserves policy and revoked reserves bylaw are also under review in alignment with the Bylaw Programme.

## **Northland Water Storage**

Northland Regional Council is leading a study of opportunities for water storage to address summer dry conditions below the level that can sustain crops in Northland. The Provincial Growth Fund approved \$11 million of further funding to this project in the last quarter of the 2019 calendar year.

This project is in a pre-feasibility phase. The outcome of this phase will be the recommendation to the Ministry of Business Innovation and Employment of the preferred site in Northland for investment in water storage infrastructure.

## **Strategic Relationships Survey**

Contact details for each of Council's strategic partners and stakeholders are being updated and captured in our contact management system. A plan to individually interview key contacts at each strategic partner and stakeholder is being developed. The execution of this plan will align with other activities with the strategic stakeholders and partners.

## **Iwi/ Hapū Relationships**

Staff supported Te Puni Kokiri in trial areas of Kaeo, Hokianga and Te Kao to support Māori and Whenua Māori development. This project developed by Te Puni Kokiri and the Department of Justice (Māori Land Court) seeks to assist Māori to develop their land for economic benefit.

Staff are supporting Ngāti Kuri with their annual biennial Pupuri Mauhanga (biodiversity audit) covering the upper west coast of their tribal rohe. This is done in conjunction with Auckland Museum, Canterbury Museum, Department of Conservation, National Institute of Water and Atmospheric Research (NIWA), Landcare (Manaaki Whenua), Auckland University and Massey University as well as a number of independent scientists.

To strengthen relationships with Iwi authorities, Te Hono are trialing assisting iwi authorities one day a week. The objective of this initiative is to provide an interface between Council and the Iwi Authority and to offer up capacity where capacity is lacking. Ngāti Kuri and Ngaitakoto have been offered this placement with Ngati Kuri taking up the offer and Ngaitakoto will get back to us.

Te Oneroa-a-Tōhē Board met during December to consider the draft initial format for the Beach Management Plan which was presented by the Technical Steering Group and consultants. The Board agreed to the suggested format and have asked that an initial pre-draft document be prepared and tabled at the January 2020 meeting.

The Board also agreed to a summer consultation campaign that was led by iwi. The campaign ran through December and January and included kaitiaki on the beach talking to users and raising awareness about the Board and its work. This information will be analysed and presented to the Board at its January meeting for consideration.

## **Community Wellbeing**

### **Community Development**

The Kai Ora funding programme Far North District Council Community Development staff co-founded with a local health provider in 2015 won an award at the Economic Development New Zealand Gala Awards in Blenheim last November. The Fund, which has now grown to six partnering agencies across Northland, was rewarded with the Commendation for Inclusive Growth.

Staff facilitated a Disability Action Group meeting and annual strategic workshop in Kerikeri which was attended by over twenty community representatives. Staff also worked across Council to compile information and complete the Local Government Accessibility survey from the Office for Disability Issues.

Staff continue to work with Northland Inc to discuss the potential establishment of a Dark Sky Reserve in the Far North to boost tourism in the district.

Staff supported the Shine On Te Hiku Youth Awards held on 21 November 2019, an event sponsored by the Youth Council's Tū Taitamariki Ora project, funded by Ministry of Youth Development.

Mangahawea Bay featured in the Tuia 250 program as a place of significance highlighting a very early settlement site. Archaeologists and students from Victoria, Auckland and Waikato Universities are working on the site uncovering more evidence that links back to Manuhiki in the Northern Cook Islands and Tahiti. Council staff, DOC and Heritage & Culture are part of the advisory group on this project, that also comprises representatives from Department of Conservation and Ministry for Culture and Heritage.

Staff continue to work in partnership to help to facilitate a bid to purchase Elliot's farm by the Ipipiri Conservancy Trust. The aim is to join Māori lands with private and public lands to protect the nature and heritage values of the eastern Bay of Islands and to build a more resilient economic platform for local rural communities.

### **Community Placemaking**

The Northland Digital Enablement Group worked with NZTA and Ngāti Kahu on the Taipa bridge upgrade project. The partnership resulted in Wi-Fi enabled smart lights being installed on the bridge. The bridge was opened in December 2019 and the pilot network is being well used by both visitors and locals. The success of this pilot will support the establishment of more public Wi-Fi networks across the region.

Te Hononga Project in Kawakawa is progressing well as council staff continue to facilitate meetings between the Kawakawa Hundertwasser Trust and council staff from across the business. The building is on track for a completion date in June 2020.

The Kaikohe Basketball project is completed, and the court is proving popular with local youth. The court has become a focal point for a redesign of Memorial Park to harmonise other aspects of the domain to build an attractive and user-friendly community asset.

## **District Planning**

### **District Plan Review**

Spatial planning is progressing across several topics along with analysis of data via geographic information systems, informing the understanding of the scale and significance of resource management issues. This is assisting with the further development of draft s32 reports which examine and assess the benefits and costs, and risks of new policies and rules on the community, the economy and the environment.

A dashboard to collate data regarding demand for housing and business land will contribute to a diverse range of tools that can assist and inform the making of the new plan. These tools to assess demand follow the Guidelines for Evidence and Monitoring set out by the Ministry for the Environment associated with the National Policy Statement for Urban Development Capacity and other Council planning processes in determining the sufficiency of development capacity (land supply with infrastructure) for housing and business land to meet the expected demands of the district.

### **Indigenous Biodiversity Identification and Mapping Project**

Northland territorial authorities are working collaboratively on a project to identify vegetation considered to be 'Significant Natural Areas'. This is a requirement of the Regional Policy Statement for Northland.

Project mapping has been completed to a draft stage for the Far North, with a set of maps provided to Council for initial feedback. Further refinement of the mapping will be undertaken followed by ground truthing site visits this year. A programme for engagement will then take place. Ideally, this would occur against the backdrop of the release of the draft National Policy Statement for Indigenous Biodiversity (NPS-IB) which was notified by the Ministry for the Environment in late December 2020. Confirmation of mapping will be followed by assessment against significance criteria and subsequent consultation with potentially affected landowners.

The District Plan team has also been accepted to join a group of fifteen other Councils in providing more specific feedback on the potential implications of implementing the proposed NPS-IB. This road testing exercise is seeking information on potential costs, resourcing, and likely community sentiment.



## Northland Forward Together

Below is a snapshot of the active Northland Forward Together projects that are being progressed by Northland Councils. Priorities are:

- The Waters
- Climate Change
- Regional Economic Development
- Refinement of Northland Transports Alliance (NTA)

### Northland Forward Together – Snapshot of individual project status and action 31 December 2019

	Projects	Lead	Status	Actions to be taken
1	Regional Programme ICT	FNDC	In Progress	ICT is currently focused on the NTA and a proof of concept to deliver communication and document management tools.
2	Four Waters	WDC	In Progress	<p>Taumata Arowai – The Water Services Regulator Bill, is currently in Select Committee. Submissions are currently being called for and close 4 March 2020. The Bill establishes Taumata Arowai – The Water Services Regulator as a new Crown Agent and provides for its objectives, functions, operating principles and governance arrangements.</p> <p>The bill is part of a broader package of reforms to the three waters regulatory system and will be complemented by a separate Bill that will give effect to decisions to implement system-wide reforms of the regulation of drinking water and source water and targeted reforms to improve the regulation, and performance of wastewater and stormwater networks.</p>

3	Climate Change	KDC	In progress	<p>The Te Taitokerau Councils Climate Change Adaptation Group reported to the CE Forum on the 3 February re:</p> <ul style="list-style-type: none"> <li>• Proposed climate change messages</li> <li>• The group's current focus on delivery an adaptation strategy August 2020</li> <li>• The strategy will outline a ten-year work programme and funding for the 21-31 LTP</li> <li>• A small number of pilot community adaptation planning projects</li> <li>• A communication and engagement plan in progress</li> <li>• A Maori engagement plan is being developed with internal Maori advisors and advisory groups</li> <li>• A new governance structure - inter-council joint standing committee</li> <li>• A Maori adaptation technical advisory group</li> <li>• Hazard Mapping – this is underway and will include coastal erosion and coastal flooding, and extreme sea level rise scenario of 1.52M to be included in regional hazard maps for category A development.</li> </ul>
4	Regional Economic Development	FNDC	In Progress	<p>A formal report was presented to the Mayoral Forum 29 May 2019 proposing two staged approach for the future delivery of regional economic development services.</p> <p>Further work has been completed by CEs and management to put forward a proposal based on the recommendations of the 2017 Martin Jenkins Review, together with consideration to level of funding and shareholding by the District Councils, the timing of public consultation that is aligned to the 2021-31 LTP.</p> <p>The development of a regional economic development strategy is recommended to be developed alongside moving the present-day Northland Inc. to a regional service delivery organisation. Funding and consultation would need be aligned to the 2021-31 LTP and be completed under Northland Forward Together.</p> <p>A proposal on the future delivery of regional economic development services for Northland is planned to be made to the Mayoral Forum</p>

				24 February 2020.
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## **Corporate**

## **Governance**

### **Local Body Elections**

The by-election for the Bay of Islands-Whangaroa Kerikeri subdivision seat is underway with voting concluding at noon on Tuesday 18<sup>th</sup> February 2020. Six candidates are contesting the vacancy.

### **Induction of Elected Members**

The induction programme has been well attended by elected members with good feedback throughout. 'Induction' sessions that remain are:

- Far North 2100
- District Plan
- Te Ao Maori
- Combined Community Board / Council workshop
- Community Board delegations workshop
- Asset discussion

### **iPad Trial**

iPads have been provided to early adopters ahead of implementing digital agendas and a digital "working space" for members.

## **Transformation, Audit and Risk**

### **Audit and Assurance**

Two audits have been completed TechnologyOne User Access to ensure Chief Executive financial delegations to staff are entered correctly into the TechnologyOne system and Conflict of Interest Management to provide assurance that conflicts of interest are being managed for new and existing staff.

Further research to develop a council Legislative Compliance Framework has been completed. This has highlighted that there are a variety of systems approaches which we are now assessing. A draft assurance and audit calendar for 2020 is to be presented to the Strategic Leadership Team for their approval in March 2020.

### **Risk**

Staff have facilitated workshops on the development of treatment plans for all organisation's top twelve risks. We are now in the phase where regular reporting of the risks associated, and treatment plans place.

A programme of deep dive workshops is planned for these risks. The first of two deep dive workshops for ARF005 Affordability risk has been completed, with the second workshop to be scheduled.

An elected member workshop is also to be scheduled to cover the FNDC Risk Management Framework.

### **Transformation**

There are also a number of transformation work programmes within the organisation. The outcome of these initiatives is to improve the efficiency and effectiveness of our organisation to support our goal of to be a progressive Council. A sample of initiatives underway are:

- IAM Business Process Support, phase two
- Resource Consents, Vision 20/20
- Customer experience collaboration
- CouncilMARK initiative #33 Top twelve Risk Treatment Programme Action Plan and Reporting; #34 Process Management Framework Action Plan and Reporting; and #11 Risk Management Action Plan and Reporting
- Business Continuity Plan refresh
- Climate Change Action Forum
- Customer and digital collaborative working group
- Relationship workshop, Te Hiku Community Board / Kaitaia Business Association
- Innovation Workforce Planning initiative

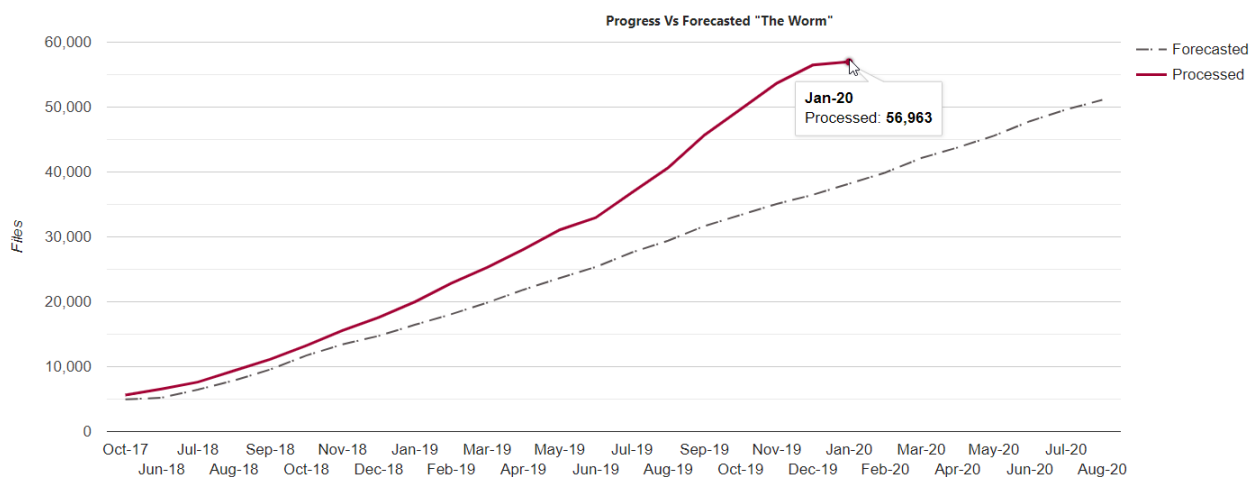
## Information Services and Technology

### Property File Digitisation Project

The Property File Digitisation Project is seven months ahead of schedule and is almost complete. Indications are that the final files will be processed in January 2020 with February used to capture any last processing and close out of the project with Councils vendor.

#### Property File Requests:

- October – 532 requests
- November – 336 requests
- December – 225 requests



The forecast amount was estimated at the start of the project when the property files were physically sent to the vendor, since then the amount of files processed has exceeded the forecasted number. The forecast line was established using a straight line per month processing number. Over the course of the project the vendors have refined the process and as a result of this, the monthly amount of processed files has increased.

### Server and Network Project – Contract Approved – Implementation Underway

At its November 2019 meeting, the Council approved implementation of the Server and Network renewal project. This is a foundational project to enable other Digital/IT related initiatives that will increase staff productivity.

## **Office 365 Project – 50% of Council on Office 365**

Work is progressing with the upgrade and migration to Microsoft Office 365 platform. This includes several end-user application/service upgrades and changes that will be progressively rolled-out in the coming months.

We use an older version of the Office suite (2010) and the move to Office 365 will mean that Council is able to provide a more secure and feature rich toolset that will be used by all staff every day.

The platform will also provide additional options for collaborations with Northland Transport Alliance, Far North Waters, and other regional partners.

Council staff have deployed Office 365 to over 180 people. Once the Server and Network renewal projects is started, existing environment is replaced and migration to the new infrastructure is completed the remaining staff on Citrix will be migrated also (approx. 200 staff).

Planning has also started with details for migrating the telephony environment from the existing Skype for Business to the new Microsoft Team. This will also provide an improved and stable user experience for meetings and voice calls.

## **Shared Services – Northland Transport Alliance – Collaborative Proof of Concept**

Staff have been developing a Proof of Concept (PoC) option with other regional Council teams that will provide the various teams that are linked to the NTA to have a single working environment. The PoC will be using Office365 as the collaborative platform in order to achieve this option.

The outcome will be for all staff from all member Council and organisation's to be able to operate under a single environment to ensure teams have the tools and information when needed.

- Outlook Mailbox
- Calendar Access
- File sharing services
- Collaboration via SharePoint and Teams

The PoC will be undertaken in March 2020 with a sample of internal and external users.

## **Program Delivery and Business Intelligence**

### **BI & GIS**

Big strides have been made in locking down the base line architecture for the new reporting platform to facilitate faster report delivery and brining the solution one step closer to self-service. Focusing on data quality has become a priority, with the team looking at different options to assist in better management of data.

### **Online Services**

The second stage of online services is due to be completed just after Waitangi Day. The release includes online customer registration, CityWatch online RFSSs, the Smart mobile app for staff, license enquiries, and online LIM requests into the production environment

Stage three will get underway in February and will consist of Animal Registration and complex online RFSSs. It is scheduled to be released in early April.

Stage four will be released in early July 2020 and comprises Permits and Licensing and Mobile Inspections (other than building inspections).

Stage five will be released in early October 2020 and comprises Pre-lodgment and Lodgment of applications as well as requests for information to the customer.



**Local Government Official Information & Meetings Act 'LGOIMA'**  
**Monthly Statistics**

**LGOIMA Monthly Statistics**

Data as of 31 December 2019

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

<b>Month</b>	<b># Requests / Month</b>	<b># Requests responded to ≤ 20 days</b>	<b># Requests responded to within permitted time extension</b>	<b># Requests not responded to within time</b>	<b>Ombudsmen Investigations (if any)</b>
<b>Jan</b>	13	13	0	0	0
<b>Feb</b>	26	23	1	2	0
<b>Mar</b>	11	11	0	0	0
<b>Apr</b>	17	15	0	2	0
<b>May</b>	17	17	0	0	1
<b>Jun</b>	22	21	1	0	0
<b>Jul</b>	28	28	0	0	0
<b>Aug</b>	23	22	1	0	0
<b>Sep</b>	23	21	2	0	0
<b>Oct</b>	23	22	1	0	0
<b>Nov</b>	21	21	0	0	2
<b>Dec</b>	28 (8 open)	19	0	1	0

## Operational Financial Performance

As at 31 December 2019

### Whole of Council

#### Statement of

Operational Financial Performance  
for the period ending 31 December  
2019

#### Operations

##### Operational income

	YTD Actual \$000's	YTD Budget \$000's	Variance \$000's	Actuals YTD as a % of Total	Actuals YTD as a % of Annual	Total Annual Budget \$000's	Total Annual Forecast \$000's	Forecast Variance \$000's
Rates - general (excl water supply rates)	44,070	43,765	305	50%	50%	87,530	87,530	0
Rates - penalties	588	1,037	(448)	28%	28%	2,073	2,073	0
Fees & charges (inc water supply rates)	7,832	7,702	130	48%	48%	16,213	16,187	(25)
Central govt subsidies - operational	4,634	3,832	803	48%	49%	9,623	9,527	(96)
Other income	972	607	366	40%	40%	2,424	2,457	33

##### Capital income

Central govt subsidies - new works	958	5,915	(4,956)	10%	11%	9,142	8,514	(628)
Central govt subsidies - renewals	3,893	4,941	(1,048)	27%	31%	14,664	12,666	(1,998)
Other contributions	13	0	13	1%	1%	1,000	1,022	22
Development contributions	23	0	23	0%	0%	0	0	0

<b>Total operating income</b>	<b>62,984</b>	<b>67,798</b>	<b>(4,814)</b>			<b>142,668</b>	<b>139,976</b>	<b>(2,692)</b>
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##### Operating Expenditure

Payroll related costs	14,597	14,468	(129)	49%	49%	29,610	29,596	14
Other staffing related costs	836	1,053	216	39%	39%	2,167	2,166	0
General expenses	4,730	4,690	(40)	49%	49%	9,606	9,646	(40)
Rate remissions	1,865	1,730	(135)	84%	84%	2,208	2,208	0
Contractor & professional fees	22,501	19,206	(3,295)	51%	48%	44,318	46,491	(2,173)
Grants and donations	1,475	1,302	(173)	78%	78%	1,882	1,895	(13)
Allocations (direct and indirect)	0	0	0	0%	0%	(0)	(0)	0
Interest costs	1,131	1,127	(4)	50%	50%	2,253	2,253	0

<b>Sub-total</b>	<b>47,135</b>	<b>43,576</b>	<b>(3,559)</b>			<b>92,045</b>	<b>94,256</b>	<b>(2,212)</b>
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Depreciation and other asset costs	16,430	18,077	1,646			36,153	36,038	115
Gain/Loss on Disposal	29	0	(29)			0	0	0

<b>Total operating expenditure</b>	<b>63,595</b>	<b>61,652</b>	<b>(1,942)</b>			<b>128,198</b>	<b>130,294</b>	<b>(2,096)</b>
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<b>Net operating surplus/(deficit)</b>	<b>(611)</b>	<b>6,145</b>	<b>(6,756)</b>			<b>14,470</b>	<b>9,682</b>	<b>(4,788)</b>
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### Statement of

#### Capital Financial Performance

for the period ending 31 December  
2019

#### Capital Works

	YTD Actual	YTD Total Budget	Variance	Actuals as % of Total Budget	Actual as % of Annual Forecast	Total Annual Budget	Total Annual Forecast	Forecast Variance
District Facilities	839	2,410	1,572	7%	5%	12,890	16,768	(3,878)
Stormwater	626	1,558	932	20%	21%	3,098	2,971	127
Solid Waste	133	317	183	15%	15%	869	871	(2)
Wastewater	8,795	13,636	4,841	43%	41%	20,422	21,334	(912)
Water Supply	1,708	1,879	172	32%	33%	5,330	5,227	103
	<b>12,101</b>	<b>19,801</b>	<b>7,700</b>	<b>28%</b>	<b>26%</b>	<b>42,609</b>	<b>47,170</b>	<b>(4,562)</b>

#### Roading & Footpaths

#### Other

Environmental Management	39	1,883	1,844	1%	1%	2,616	2,616	0
Governance & Strategic Administration	866	2,714	1,848	10%	17%	8,937	5,058	3,879
Customer Services	190	764	574	9%	10%	2,088	1,909	179

<b>Total Capital Works</b>	<b>20,367</b>	<b>34,847</b>	<b>14,480</b>	<b>23%</b>	<b>23%</b>	<b>90,151</b>	<b>87,343</b>	<b>2,809</b>
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Council are currently at a net operating deficit of \$6,756 Million tracking against the year to date budget. Please see noted below the areas that are contributing to this variance.

### **Capital Income**

- Central Government Subsidies New Works. Kerikeri Wastewater Treatment Plant, currently 4.9M in unclaimed subsidies. Due to project delays it is now foreseen that the final claim for subsidies will now not be made until April 2020.
- Central Government Subsidies Renewals. Pavement rehabilitation is progressing slowly due to the availability of the laboratory test results to ensure the strength of the sub base for the actual design work. We are expecting these subsidies to be claimed in the last quarter of the financial year.

### **Operating Expenditure**

#### **Contractor and Professional Fees**

- Legal services team have been dealing with a number of unforeseen litigation cases, compensation and legal costs have been paid in relation to court judgement that went against council
- Property file digitisation requires extra funds this came in as an unbudgeted expense approved by council

#### **Roading**

- Dust Suppressant works in progress ahead of schedule to try and mitigate dust control.
- Consultants have been engaged in the minor safety activity to review speed limits, safety audits and management of resilience slips.

#### **Network and asset management**

- Project managers have been coding their time incorrectly a correction process and review is underway.

#### **District Facilities**

- Russell wharf renewal works for replacement of service Jetty, Dinghy facility and Pontoons. Unbudgeted expenses which will be funded by Depreciation reserves.

## Operations

### Customer Service

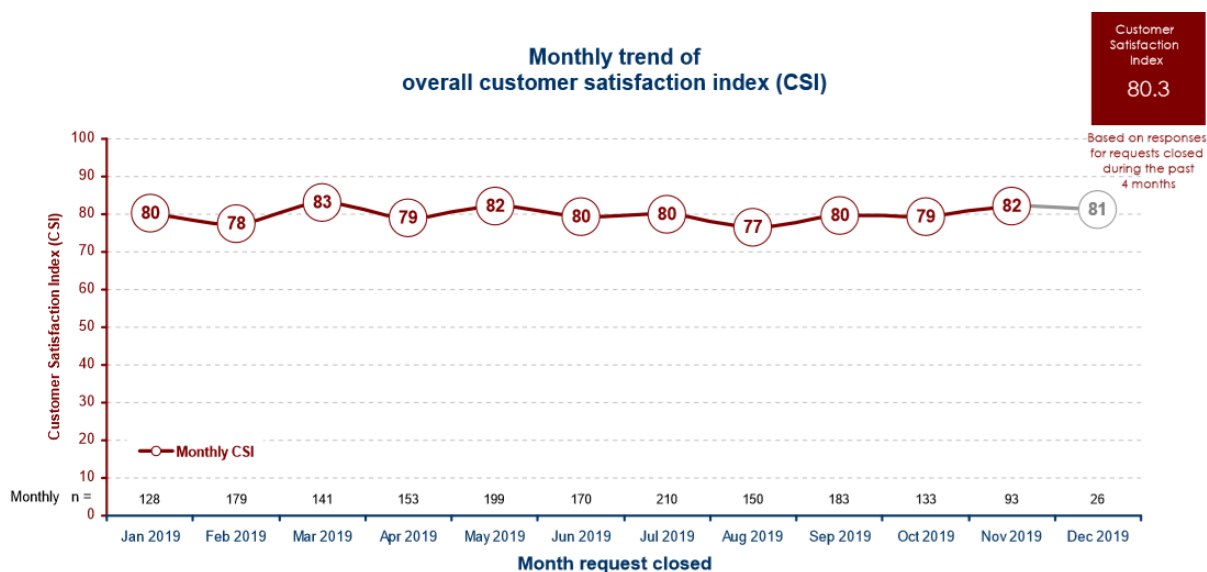
#### Customer Experience Programme

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

The scores provided below are for the four months ending 31 December 2019:

- Overall CSI for Requests for Service: 80.3 (1.7% Increase)
- Overall satisfaction making the request 82.8% (1.7% increase)
- CSI for requests made via the After Hours provider: 87 (5.7% increase)
- CSI for library services: 92.9 (1.0% decrease)
- CSI for visits to i-SITEs and Service Centres: 99.5 (1.2% increase)

##### Monthly CSI Trend for closed Requests for Service:



Please note that due to the inherent delay of between 5 to 6 weeks in receiving feedback from customers, the most recent reporting month should be interpreted with caution.

##### Other measurement programmes

The scores provided below are for the six months ending 31 December 2019:

- CSI for Building Inspection Services: 66.5 (12.5% decrease)
- CSI for Building Consent Process: 57.7 (7.8% decrease)
- CSI for Resource Consent Process: 71.6 (13.8% increase)

The focus of the Customer Experience Improvement Programme over the next few months will be:

- Analysing existing data about customers to inform Customer Experience Strategy.
- Developing a Customer Experience Business Engagement Plan to improve customer centricity.
- Upskilling opportunities for staff about best practice for engaging with customer

### **Contact Centre / Service Centre's**

- 35% increase in the financial counter stats for Service Centres (4,744 - up from 3,502)
- 16.8% decrease in calls to the Contact Centre (12,849 - down from 15,456)
- 19% increase in the number of AskUs emails (3,382 - up from 2,840)
- 21.8% decrease in the number of Building Inspection bookings (816 - down from 1,044)

### **i-SITEs**

- 8% decrease in visitor numbers district-wide (72,156 down from 78,516)
- 16% decrease in retail revenue (\$29,584 down from \$35,332)
- 23% increase in transaction spend (\$61,492 up from \$49,650)
- 1% increase in transaction numbers (14,927 up from 14,752)

### **Libraries**

- 7.1% decrease in total book issues (56,645 down from 61,197). This is partially related to the smaller pop-up library at Kawakawa.
- 35.2% increase in ebook and audiobook downloads (4,731 up from 3,499)
- 29.5% increase in Wi-Fi sessions (47,602 up from 36,763)

## **Regulatory Services**

### **Environmental Services**

1388 Requests for Service were received and 897 closed during November – December.

### **Animal Management**

The Animal Management team received 447 Requests for Service between November – December and responded to 94% of these on time.

7,849 dogs have been registered for the current registration period. There are 3,240 additional dogs on record which are not currently registered. The team are working with dog owners to promote responsible dog ownership which includes dog registration.

63 dogs were impounded across the District during the November – December period with one dog rehomed through Council's website. Thirteen dogs were transferred to rescue groups for rehoming and nine dogs were claimed by their owners.

Twenty eight Infringements were issued to dog owners between November - December.

Following the Council decision on Animal Shelters at the December meeting, negotiations have been progressed to acquire a facility for the southern part of the District. A new fit for purpose facility will be built on Council land in Kaitaia. A full update on progress will be provided at the February Regulatory Compliance Committee.

### **Environmental Health and Monitoring Compliance**

There were 42 food business verifications conducted between November – December, and 313 noise complaints were received between November – December.

77% of the noise complaints were responded to in time. We are currently working with the contractor to improve response times.

### **Building Compliance**

165 RFSs were received and 153 closed by Building Compliance between November - December.

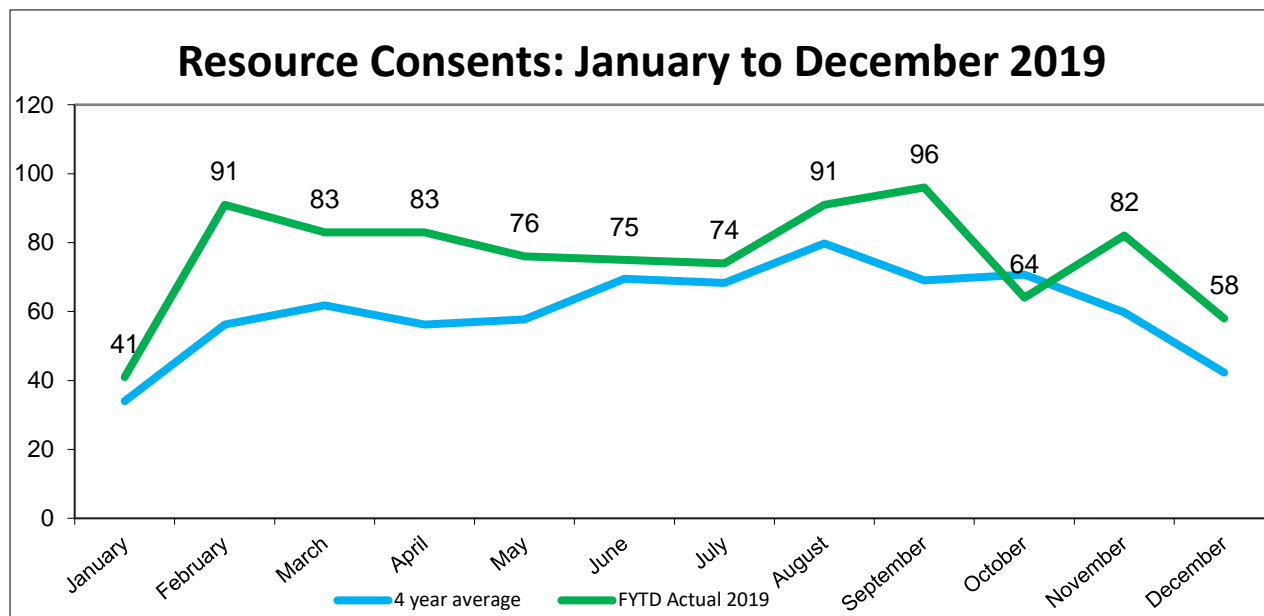
### **Swimming Pools**

153 swimming pool inspections were carried out between November - December. There are 772 pools on record, with 88% being compliant and 99 (13%) under investigation for non-compliance.

## Resource Consents Management

914 applications were received during the 2019 calendar year since July 2019 for resource consents

140 resource consent applications received during the months of November and December.



*Note: the four year average refers to the average number of consents received during the past four calendar years.*

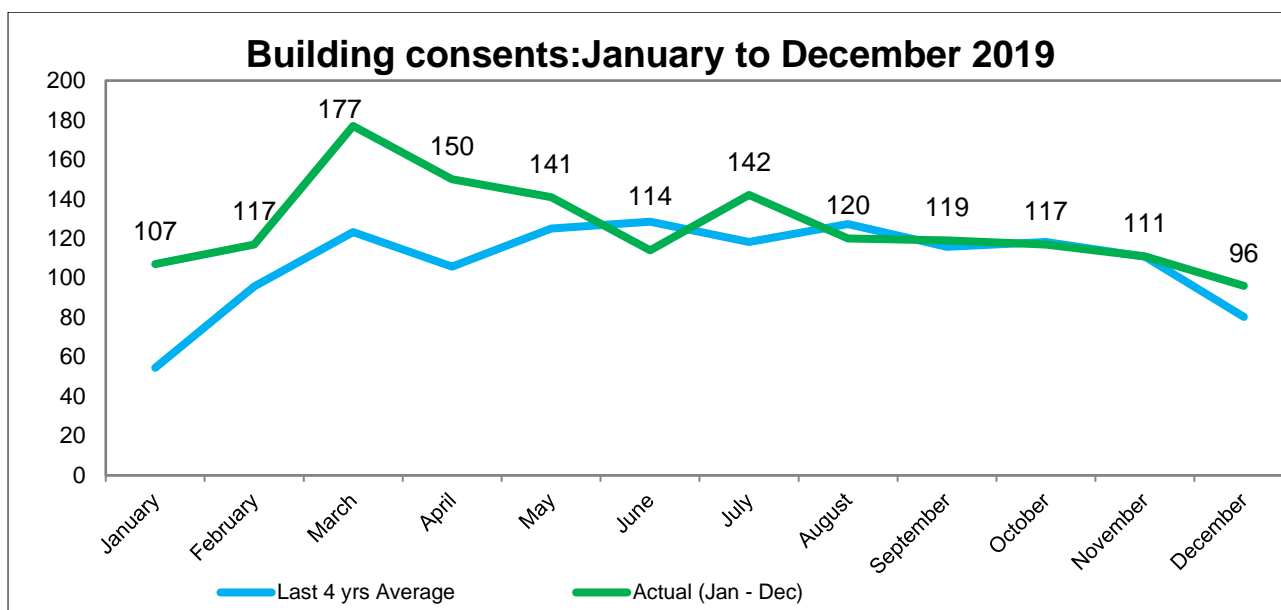


## Building Consents Management

- During the November to December period a total of 219 building consents were received
- The BCA issued 207 building consents during the same period
- 97.6% of building consents were issued within the legislative time frame of twenty working days

Construction is currently underway on Seeka Processing Packhouse and Inlet Estate Development. The construction for Modular Transportable Homes for the Ministry of Education Buildings has just commenced. The number of building consent applications is expected to increase as construction sites continue to progress through the development stages.

The BCA is reliant on contractors to satisfy its capacity to meet processing demand and statutory time frames.



*Note: the four year average refers to the average number of consents received during the past four calendar years.*

While the number of November consents received match the four year average, December consents increased to 20% above the four year average.

## Building Accreditation Update

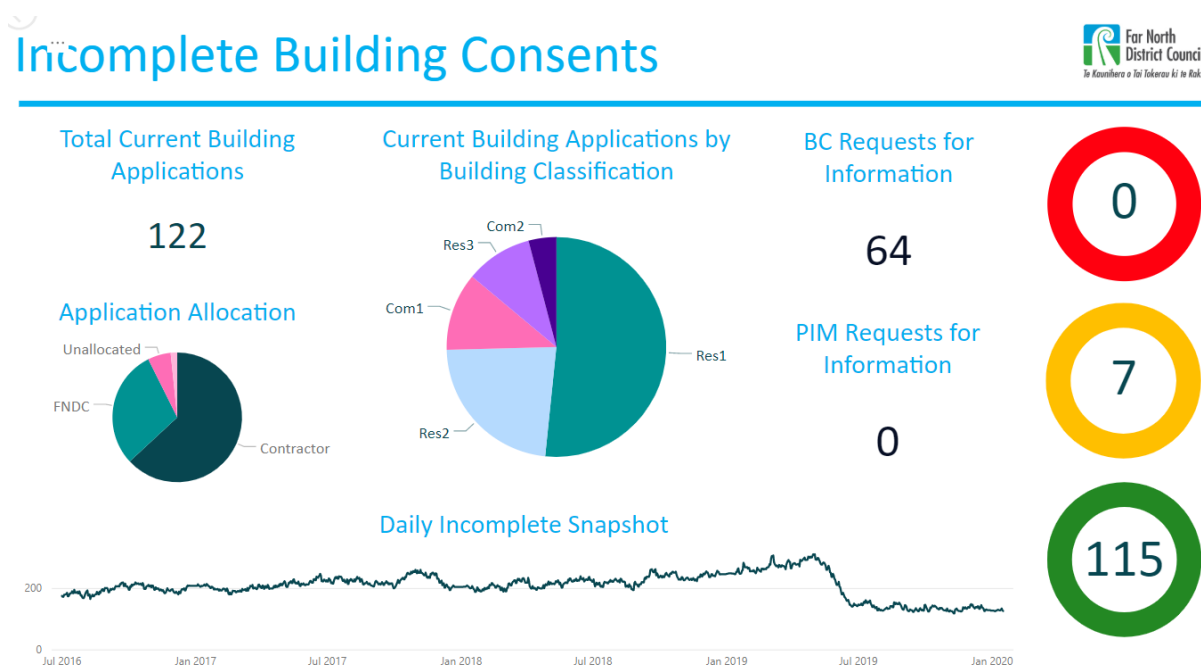
The BCA continues to work towards and monitor the four General Non-Compliances (GNCs) identified in the October 2019 International Accreditation New Zealand (IANZ) biennial audit.

Evidence required for eight out of the eleven General Non Compliances have been submitted to IANZ for assessment, leaving three outstanding and these will be submitted prior to the deadline of 14 February 2020.

A detailed report will be made to the February Assurance, Risk and Finance Committee on mitigation measures undertaken to reduce the BCA risk of losing accreditation from high to low.

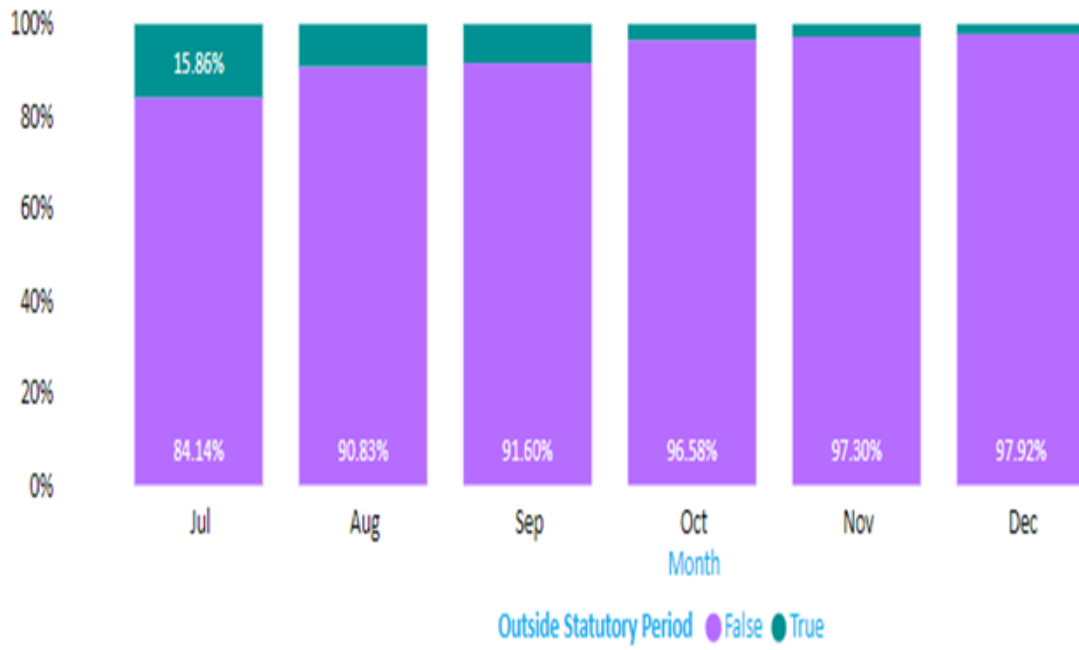
### The current focus for the BCA includes:

- Key parts within the action plan will continue to be audited by the Council's interim Quality Manager with remedial actions being taken to address any remaining issues
- Processing of consents continues to be carried out with the assistance of external contractors where the BCA currently does not have the relevant competencies .
- The BCA is currently working towards increasing in-house capacity and competencies that will facilitate less reliance on contractors in future.



## Granted or Refused Within Statutory Period

↑ ↓ ↓↓



## **Infrastructure and Asset Management**

### **Roading**

**Panguru Flood Mitigation:** Design work progressing. Construction expected to be complete this financial year.

**Minor Safety Improvements:** Designs and costs estimates complete for the following Route Treatment safety improvement works (various treatments):

- Kaitaia-Awaroa Road
- Te Ahu Ahu and Old Bay Roads
- Wiroa Road, Waiare Road, Wehirua Road and Kerikeri Road
- Oruru Road, Fairburn Road and Peria Road
- Matauri Bay and Loop Roads

**Progressing the following Site-Specific safety improvement designs (guardrail):**

- West Coast Road Route Position 14.7km – design complete
- West Coast Road Route Position 17.1km – design started
- Pawarenga Road Route Position 1.7km – design started
- Broadwood Road Route Positions 0.3km and 6.9km – designs complete

### **Consultation on Northland Speed Limits**

Speed Limit reviews are progressing. The first review area (Okaihau-Kaeo-Waimate North) was notified and submissions closed on 22 November 2019. Hearings were held at Council Chambers in Kaikohe on 4 December 2019. A total of 175 submissions were received and eleven indicated that they wished to be heard in support of their submission.

NTA Staff are currently reviewing all submissions and undertaking site visits to assess issues that have been raised by submitters. As part of this work, NTA Staff are also preparing information on an implementation strategy.

Additional work has been undertaken to identify the ongoing speed limit review work program. Proposed review areas are being mapped and, once approved, will be available on Council's website.

### **Hokianga Ferry (Kohu Ra Tuarua)**

Revenue received from ticket sales for November 2019 was \$54,218.28 – a 4% increase compared to the same month last year (\$52,143.58).

## Utility Services – Car (Corridor Access Request) & TMP (Traffic Management Plan)

- Kerikeri and Kaikohe Ultra Connectivity Group connections are still on going
- Kaitaia UCG connections are ramping up. The laying of the main fibre in Kaitaia is now complete and the last bits of reinstatement will be completed shortly. There was a hold up with delivery of the Cobble stones for Commerce street, but this has now been resolved.
- Ahipara main fibre laying is mostly complete.
- Coopers Beach, Mangonui and Taipa main fibre laying is well under way.
- Traffic Management has been approved for the construction of two more broadband cell towers in Whirinaki and Herekino.

## Road Seal Extensions

Seal Extension sites in the below table have been approved by Council to proceed with construction. The unsubsidised roads have progressed with testing and design however the subsidised roads is going through the process of NZTA approval except for Otangaroa and Koropewa roads which has been approved by NZTA.

Road Name	Length (m)	Estimated Cost	FNDC Cost share	Fund Source	Contractor
Kumi Road	3,964	\$1,803,000.00	100% = \$1,803,000.00	LTP 2019/20	Fulton Hogan
Porotu Road	1,380	\$764,000.00	100% = \$764,000.00	LTP 2019/20	Broadspectrum
Puketi Road	1,000	\$433,000.00	100% = \$433,000.00	LTP 2019/20	Broadspectrum
Otangaroa Road	203	\$109,000.00	34% = \$37,060.00	NZTA LC-LR	Fulton Hogan
Church Road	1,700	\$791,000.00	34% = \$268,940.00	NZTA LC-LR	Fulton Hogan
Koropewa Road	1,818	\$100,000.00	34% = \$34,000.00	NZTA LC-LR	Broadspectrum
<b>Totals</b>	<b>10,065</b>	<b>\$4,000,000.00</b>	<b>\$3,340,000.00</b>		

## **Unsubsidised Seal Extension**

- Kumi Road – Design report completed and under review by NTA. Contractor programme to commence construction by end of Jan 2020.
- Porotu Road – Lab testing and designs in progress
- Puketi Road - Lab testing and designs in progress

## **Subsidised Seal Extension**

- Otangaroa Road - Lab testing and designs in progress
- Church Road – Business case to NZTA on hold as original site has come off the Dust Matrix. NZTA require further testing and a ranking system has now been put in place. We are currently reviewing the data and will be submitting a business case after this.
- Koropewa Road - Lab testing and designs in progress

## **Footpaths**

Renewals and maintenance work for the 2019/20 have been prioritised and work has started in Moerewa, Kawakawa, Kerikeri, Paihia, Kaikohe and Kaitia by the contractors.

Community Boards agreed to the 2019/20 New Footpaths Programme which commenced in August 2019 with designs and construction of the new footpaths will be completed by May 2020.

## **Parking**

Final preparations are underway to implement district-wide changes to mobility parking spaces as requested by the Disability Action Group. These proposed changes are operational in nature and have a dedicated funding allocation. The Community Boards have recommended that the proposed changes be implemented. Site specific engineering assessments have now been completed and the final locations have been established.

Bylaw schedule changes will be required to ensure that the parking restrictions are enforceable. These schedule changes will be made once all sites have been signed and marked and the full Parking Bylaw review has been undertaken.

## **Structures**

The following works have been undertaken:

- Otua Road Bridge N28 – the revised procurement plan has been approved by Council and the Tender document has been loaded in the tender portal. Tender closed on 4 February 2020.
- West Coast Road Bridge G01 – the revised procurement plan has been approved by Council. Contract for physical works awarded in January 2020.
- Matawheroia Rd Bridge I48 – Road legalization in progress and Design to be further reviewed. This bridge will be designed this financial year and constructed next financial year.
- Inkster Rd Culvert W35 Replacement – This project will be procured under closed contest. Expression of interest to possible contractors has been sent out.
- Kenana Rd Culvert E16 Replacement – This project will be procured under closed contest. Expression of interest to possible contractors has been sent out.
- Mangamuka Rd Culvert H40 Replacement – This project will be procured under closed contest. Expression of interest to possible contractors has been sent out.
- Cumber Side Rd Bridge P48 Upgrade – this project has been added into the heavy bridge maintenance and scour protection works.

## **Pavement Rehabilitation & Associated Improvements:**

There is approximately 5.5km rehabilitation programmed for this financial year, which is distributed into the following eight sites:

- Mangamuka road RP0-1736 – Construction is in progress, the contractor has completed all the earthworks, drainage and associated improvement works prior the year end break. Pavement and surfacing works to commence early January 2020.
- Broadwood Road RP13350-13780 – The contractor is working on finalising the designs. Physical works are programmed to commence early January 2020.
- Ngawha Springs Road RP2610-3163 – Differed until the development are complete.
- Punakitere Loop Road RP0-346 – Designs have been completed and accepted. Physical works to commence early Jan 2020.
- Pungarere Road RP5547-6572 - Investigation and survey works complete. Contractor is working on the design.
- Purerua Road RP4900-5300 - Investigation and survey works complete. Contractor is working on the design.
- Purerua Road RP6251-6794 - Investigation and survey works complete. Contractor is working on the design.
- Stanners Road RP1580-1720 – construction has been completed.
- Waimate North Road RP20-425 - Investigation and survey works complete. Contractor is working on the design.

## **Sealed Road Resurfacing:**

North and South Contract seal design and programme has been confirmed.

Sealing in the South region is 85% complete with the pending surfacing to be completed early January 2020.

Sealing in for the North Region is 65% complete with the pending surfacing to be completed by mid February 2020.



## **Programme Darwin**

A summary of works completed during November and December.

- Programme vision, mission and delivery roadmap adopted
- Asset hierarchy principles defined, and cleanse of existing data continues
- Prioritisation of assets for condition survey 10/20 financial year complete, scopes for work to be undertaken underway
- Resourcing for Asset Management Plan development agreed
- Asset Management Policy approved for use by Chief Executive
- Engagement with alliance partners has commenced
- CouncilMark PAF information drafted

### **3 Waters Operations**

#### **Key Results**

During the month of December there were no Lost Time Incidents (LTI) and we are currently 815 days LTI free. We had one Medical Time Incident which involved an employee receiving a chemical splash to the eye.

We have 100% compliant drinking water from our 9 plants. We attended and resolved 360 requests for service call outs, in line with the seasonal average expected.












Planned Maintenance (PM) completion was 96% for December. Total PMs completed for December was 62.



The continued dry weather and effect on water sources verses demand has raised the overall risk of widespread water shortage measures to be applied earlier than expected. This will continue to be a focus of the water shortage teams and operations in coming months, including prioritising works to minimise waste.

Pre-inspection and corrective action in the wastewater network at known hotspots prior to the holiday peak has proven successful with a relatively incident free period.

## Infrastructure Planning




The Following provides an overview of the current priorities on the infrastructure planning programme.








			 Stormwater	 District Facilities	 Wastewater	 Water	 Transport
Activity	Asset Group	Expected Completion	Comment				
Strategies / Plans / Policies							
District Transport Strategy		FY19/20	Completed preparation of the first draft of the Integrated Transport Strategy. Release for public consultation held back until early 2020 to align with release of Far North 2100 Strategy and Spatial Plan. Considering potential for alignment and release concurrently with Infrastructure Strategy and Plan as part of Long Term Plan. Strategic Business Case submitted to NZTA. Project Steering Group structure and communication channels changed to reflect control of Strategy by SPP and Plan by IAMs. Development work is underway on the Integrated Transport Plan to give effect to the strategy. A longlisting workshop was held with key stakeholders 12 November and the results were shared with Elected Members. An online survey was also undertaken prior to Christmas to capture the views of Elected Members and all other stakeholders on potential transport projects and activities. Draft Option programmes are now being developed for consideration at follow up Programme Development workshops which have been scheduled for 18 February.				
Rawene WWTP Optioneering		On-going	Staff are working with engineering consultants and Rawene locals to identify options for discharging wastewater to land. The consultants are costing three options and will present these to the community for discussion. The community have asked that the hui be postponed until early 2020				
Water Demand Management Plans		TBA	Water Demand Management Plans (WDMP) aim to identify ways a particular scheme can manage demand to limit the need to invest in increased capacity. Parked until BRANZ household water use data is available.				
Backflow Prevention Policy		FY19/20	A renewed look at Water Safety Plans (required by Drinking Water Standards) took place in September across Asset, Planning and Operational teams. Backflow prevention policies contribute to this requirement and will be programmed to align with our goals in this space. Vacancies in 3 Waters Planner roles has stalled progress on this project. Recruitment partially complete.				
Water and Wastewater Service Area Review	 	FY19/20	A policy or internal guideline for water and wastewater connections will increase transparency and support consistent decision making when considering requests to connect to the water and wastewater networks around the district. A project to undertake an initial review of FNDC's water and wastewater service areas has been initiated as				

			a first step to developing a connection policy. The purpose of the review is to analyse the nature of the issues affecting the service areas, the cause of these issues and to identify practicable options to address these matters. The review has commenced and is on track for completion time by the first quarter of 2020.
WWTP consent replacement programme		On-going	A programme initiation document has been approved which sets the process by which the replacement resource consent applications will be programme managed. The objective of the programme is to ensure resource consent application project is adequately resourced, prepared in accordance all relevant provisions of the RMA and the best practicable option for each consent application has been determined through the appropriate LGA financial planning process prior to lodgement. An engagement plan for the programme has been developed and a planning and risk assessment is presently being drafted with target delivery for late January 2020.
Paihia Water Strategy			Consultants Harrison Grierson (HG) further refined the assumptions made during the detailed options assessment for a new Water Treatment Plant for Paihia. A preferred option has been identified and we will include this high-level information in our LGA planning processes. The final report by HG concludes the work they were engaged to do using the approved Tourism Infrastructure Funds (TIF) for Paihia. A separate engagement for modelling work using the TIF for Paihia will commence in the first quarter of 2020.

Activity	Asset Group	Expected Completion	Comment
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#### Consent Applications/Authorisations

Taipa WWTP Renewal/Appeal		Under Appeal	The Taipa WWTP discharge consent decision was to the Environment Court. Legal counsel has been retained to support the hearing and several technical experts have been engaged to the mediation process and provide evidence at the hearing. Although a date for mediation is yet to be set, it is anticipated this will commence in late March 2020.
Kohukohu WWTP Renewal		June 2020	The request for further information will be finalised by NRC in early January. Work has already begun to procure the responses to the request for further information in anticipation of this request.
Opononi / Omapere WWTP Renewal		Mar 2020	Staff are finalising the procurement of a Cultural Impact Assessment for the discharge of wastewater to the Hokianga Harbour. The Hydrodynamic Model report has been delayed to early January.

Opononi / Omapere New Source – Resource Consent		January 2020	Draft consent conditions for a groundwater take to supplement the Opononi WTP have been received and reviewed. The final consent will be issued in January 2020.
Puketotara surface water take (source for Kerikeri WTP)		June 2020	An application has been lodged with NRC to renew the resource consent for the surface water take from the Puketotara Stream. An increase in take has been applied for to give the Kerikeri scheme more resilience when the Kerikeri Irrigation take cannot be fully relied on (e.g., cyanobacteria or faults in the pipeline). A hydrological study and in-stream ecology assessment were undertaken to support the application and show that the proposed take will continue to have a less than minor effect on the Puketotara Stream and instream values.
Motutangi Drainage District Concession application		Nov 2019	Draft concession report received from the Department of Conservation (DOC). Final comments on the draft have been forwarded to DOC. DOC have advised that the report will be peer reviewed and then be sent to Kaitia's Operations Manager for approval. Decision is expected by the end of November No update available at the time of writing.
Waitangi - (TIF) Public Toilets		Feb 2020	The archaeological assessment has been completed and an authority is required to construct the toilets in the preferred location. Engagement/consultation with tangata whenua has been carried out. The Waitangi Trust Board has requested further details on the design and the authority application lodgement is subject to their approval. Once the project manager advises the Waitangi Trust Board has been obtained the authority application can be lodged and the planning assessment completed.
Awanui River Stormwater Outlet Structure Renewal		Dec 2019	Consent expires 31 May 2020. NRC have provided written verification that no new resource consent for the activities are required on the basis that they comply with permitted activity rules. No update available at the time of writing.
Marreine Place, Karikari – Flood control works		2019	DOC advised of concerns with open drain adjacent to significant wetland. Regional resource consent required for works. Stormwater operations team investigating alternative options for the disposal of stormwater. No update available at the time of writing.
Horeke Temporary Dog Pound		Nov 2019	Consultants have been engaged to prepare and lodge the retrospective land use application for the temporary pound. An acoustic expert has been engaged to prepare noise assessment to support application. The application is expected to be lodged in November/December depending on outcome of consultation with potentially

			<p>affected parties.</p> <p>No update available at the time of writing.</p>
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Activity	Comment
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### Collaboration and Engagement

FN2100	Staff are on the Core Team providing development support to this high-level Strategy called Far North 2100 (FN2100) This strategy will focus on all opportunities in the Far North District and determine a desired future direction against which all investment will be tested. Critical to the success of this project and for all others that rely on it is the fostering of a Tangata Whenua Iwi Partnership. This is taking longer than planned so the project has been granted a time extension for delivery. The 11 November release of the discussion document was limited to key stakeholders. Release date of subsequent draft FN2100 rescheduled to April 2020. Potential for concurrent release of Integrated Transport Strategy but Plan unlikely to be ready
District Plan	An essential link between the District Plan (DP) and the Infrastructure team is the Engineering Standards. The Engineering Standards will be reviewed for inclusion in the DP. The Working Group met in October and agreed to the approach for the review. Each working group member is responsible for reviewing a section of the standards. Issues are escalated to the Steering Group. Both groups and the project manager are supported by a local consultant who also support WDC review their standards.
Tai Tokerau Councils Climate Change Adaptation Group (TTCCC AG)	The purpose of the Climate Change Working Group is to develop a regional collaborative approach to climate change adaptation planning for local government in Northland. The working group is led by NRC. IAM Planning staff continue to participate in the working group in addition to participating in the development of FNDC's climate change roadmap which is being led by SPP.
Waipapa Roundabout	Work has now commenced on this project to construct a single lane roundabout at the busy intersection of SH10 and Waipapa Road. This \$9m joint NZTA / FNDC project is being funded from the Provincial Growth Fund. Primary activity will focus on utilities around the intersection. That includes putting power lines underground and fixing the stormwater. Survey and fencing activities have now started around Maritime Lane. The extension of Klinac Lane to link the central and northern part of the industrial zone and provide an alternative route to the main commercial area. The design of the bridge is substantially complete and Ngati Rehia have provided input to the cultural and aesthetic elements. This link will be used as a detour route while roundabout construction is undertaken. Work will be halted over the Christmas period. Project completion end 2020
Liaison Groups	Engagement with established Community Liaison Groups (CLG) is required by a number of our Infrastructure Consents.  Staff met with the Waikotihe Trust in December to update them on the water shortage in Kaikohe. The Trust expressed some concerns about the enforcement of the restrictions and staff followed up with a local nursery. We also informed them of our intention to educate the public at the Kaikohe Show in January, this was well received and the Trust provided some feedback on the proposed information displays.  Staff also attended Omapere and Opononi Ratepayers and Residents Association meeting in December. Attendance was requested to discuss the new water source at Smoothy Road.
Water Shortage Committee*	Two Planning staff continue to attend this committee to assist with management of the Far North's water supplies over the summer period.  As at 14 January 2020, Level 3 Restrictions are in place for Kaikohe and Kawakawa / Moerewa schemes, with further Level 3 restrictions being initiated this week for Kaitaia and Opononi / Omapere schemes. Level 2 Restrictions are currently in place for Rawene, with further Level 2 restrictions being initiated this week for the remaining three public schemes,

	<p>being Kerikeri, Paihia / Opua and Okaihau.</p> <p>Long range forecast information from NIWA and Metservices are predicting a dryer than normal summer with no significant rainfall anticipated until March, putting serious pressure on already vulnerable and struggling water supplies across the district. Water Shortage Directions have been requested from NRC for schemes where consent limits are no longer able to be complied with.</p>
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Consent Technician		Decemb er 2019	Year to Date '20	Year to Date '19	
Applications for New Water and Wastewater Connections		6	60	52	6 requests to connect to Council water and wastewater services were received in December 2019. Year to date Council has received 60 applications (compared to 52 last year)
Resource Consent Applications Reviewed by IAMs	All	40	239	219	IAM's development engineer and consents technician review all consents and provide comment on how to minimise/mitigate impacts on Council infrastructure.
LIMs Assessed	All	97	756	700	IAM's consents technician and admin support input into Land Information Memorandums by completing soil reports and assessing development contributions.

## **Water Shortage Management**

Northland experienced an unusually dry winter in 2019 and little rain has fallen so far this summer across the Far North.







MetService is forecasting little to no rain until at least March 2020 and says that the dry weather may continue for up to six months. While an official drought has not yet been declared by Central Government, a declaration seems imminent. The current situation has the potential to be the worst drought situation since 2010.




### **Mitigation**

- Working on early activation of Smoothy Road bore to provide temporary additional water supply for Opononi/Omapere.
- Working on activating Sweetwater bore or another bore in Kaitaia to provide treated bulk water supply. This would take pressure away from existing town water supply.
- Supplementing Kaitaia supply from Okahu Stream – also undertaking regular sampling of water from Kauri Dam.
- Engaging compliance officers to visit high water users.
- Making contact with Juken Mill, Kaikohe Prison, and Affco Moerewa.
- Contact made with FNHL regarding wash down services at maritime facilities.
- Publicity around a target 25% reduction in water usage from all users.
- Stopping all footpath street cleaning operations and public toilet deep cleaning (water blasting).
- Turning off the water to the Chris Booth sculpture situated on the Kerikeri Domain.
- Turning off all public showers located in beachside areas – Taipa, Ramp Road Taupo bay, Tauranga Bay, Paihia and Russell.
- Ensuring all the Campervan dump stations across the District have push button taps in place to reduce output.
- Capping off the taps situated on outside wall at the Kaikohe Cemetery and the rear of the Paihia Cemetery carpark.
- Carrying out continual monitoring of all public toilet facilities to ensure there are no leaks or operational faults.
- Advising Council employees and suppliers around need to conserve water.
- Water Shortage Committee meeting twice a week to review levels of restrictions based on measured flow rates.

## Infrastructure Compliance

### Summary of Abatements

Asset	Asset type	Non-Compliance	Action Underway
Kerikeri Sports Complex		<ul style="list-style-type: none"> <li>Issued Dec 2016</li> <li>Breach of discharge consent limit for wastewater discharge amount</li> </ul>	No breaches of discharge volume since November 2018. Plumbing repairs, meter calibration and maintenance undertaken. Cancellation of abatement will be requested shortly.
Mangonui Handrail		<ul style="list-style-type: none"> <li>Abatement notice issued May 2018</li> <li>Erection of a safety rail on the Mangonui boardwalk required</li> </ul>	As agreed by NRC, 80m of handrail installed in September 2018 in high risk area. Staff continue working with Community Working Group to reach acceptable solution for remainder. consultation underway.
Kaitia Recovery Centre		<ul style="list-style-type: none"> <li>Abatement notice issued Nov 2018</li> <li>Stormwater runoff from bins at site may contaminate waterway</li> </ul>	Interceptor / oil separator in process of being installed to address NRC concerns around contaminants entering waterway.
Opononi WWTP		<ul style="list-style-type: none"> <li>Abatement Notice issued Apr 2016</li> <li>Plant evidencing non-compliance with E.Coli limits</li> </ul>	<p>Short term: aerator and desludging have improved E.Coli readings, refencing of wetland area completed November 2019, wetland refurbishment costs to be input into next LTP.</p> <p>Long term: engagement with the Community Liaison Group continues to try and find an acceptable upgrade solution before next LTP.</p>
Kaitia WW Network		<ul style="list-style-type: none"> <li>Abatement notice issued Apr 2016</li> <li>Unconsented network overflows</li> </ul>	Screens have been installed at overflow location and programme of work underway to reduce frequency of overflows.
Paihia WWTP		<ul style="list-style-type: none"> <li>Abatement Notice issued Oct 2016</li> </ul>	Paihia WWTP upgrade project underway and meeting deadlines provided to Environment Court and NRC.

		<ul style="list-style-type: none"> <li>Breaches in ammonia ongoing</li> </ul>	
Russell I WWTP		<ul style="list-style-type: none"> <li>Abatement notice issued Mar 2017</li> <li>Intermittent breaches in E.Coli</li> </ul>	Various upgrade work undertaken during 2018/2019, plant compliant for several months however November evidenced non-compliance due to operator error during process upgrade. Continue monitoring.
Ahipara a WWTP		<ul style="list-style-type: none"> <li>Abatement notice issued Mar 2018</li> <li>Non-compliant leachate volume to pond from Ahipara Landfill.</li> </ul>	Pump controller upgraded 2019 however slight exceedances of consent limit have still occurred.
Kerikeri Sports Complex		<ul style="list-style-type: none"> <li>Issued Dec 2016</li> <li>Breach of discharge consent limit for wastewater discharge amount</li> </ul>	No breaches of discharge volume since November 2018. Plumbing repairs, meter calibration and maintenance undertaken. Cancellation of abatement will be requested shortly.

## **District Facilities**

### **Parks and Reserves**

The Opua – English Bay coastal walkway remains closed due to instability issues and H&S concerns. A consultant report is currently being reviewed. Until such time as a way forward has been agreed to the walkway remains closed.

Rangiputa Reserve, Whatuwhiwhi – the shrub was removed successfully just before the busy Christmas influx of visitors and beach users. However, the adjoining property owner installed a number of posts and letterboxes. We are now exploring options to ensure compliance.

### **Cemeteries**

Due to roadworks and an unstable embankment along SH1, just north of the Kaeo Township, thirteen remains were disinterred from the Spickman-Nisbet private cemetery and reinterred in the Kaeo public cemetery. An Archaeologist assessed that many of the remains dated back to the late 1800s.

It was confirmed that an area of the Totara North Cemetery is located on a part of the neighbouring Sanderson property. Work has been requested to relocate the fence line and part of the metaled access and to reinstate the Sanderson property..

## **Solid Waste**

### **Event Waste Management Plans**

The review of the event process continues and involves a multi departmental group reviewing and implementing improvements including the need to ensure event organisers provide a waste minimisation plan as part of their event application process.

This review also includes the need to consider how community clean up requests are being managed.

### **Kaitaia Refuse Transfer Station Abatement Notice**

The oil separator at the Kaitaia Resource Recovery Centre has been installed in response to an abatement notice. NRC will inspect this in January. NRC wants similar devices installed at other Refuse Transfer Stations around the District. This work will continue throughout 2020.

### **Contract Renewals**

The Council approved the extension of the Waste Minimisation Education contract in December 2019. A new tender document will be prepared reflecting new social procurement considerations that look beyond price and to consider social, cultural, economic and environmental outcomes.

The Council also approved the extension of the Russel Landfill and Transfer Station contract in December 2019.

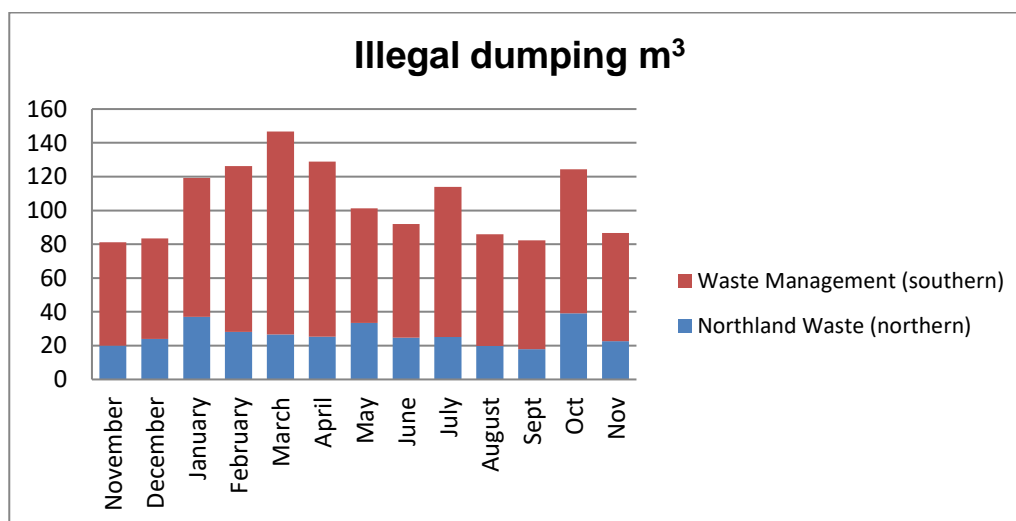
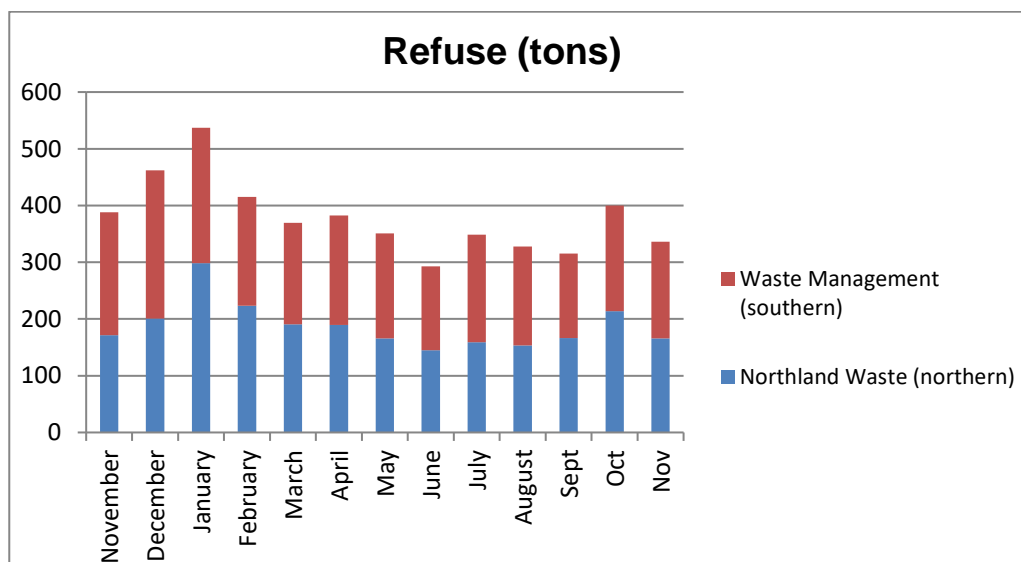
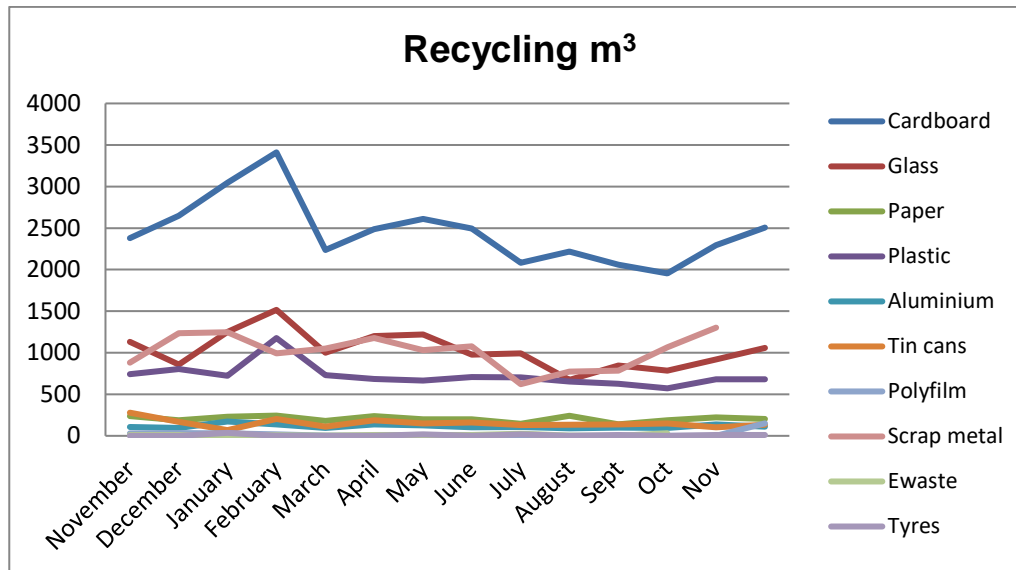
### **Holiday Kerbside Services**

The kerbside services went smoothly over the holiday season with both waste companies keeping up with collections. There were some bags put out at the wrong time / location but overall the kerbside collections went well.

### **Waste Levy Increase**

The Ministry for the Environment (MfE) is consulting on proposed increases to the waste levy. Levy increases could have a significant impact of solid waste budgets depending on how MfE spends the income and in particular what proportion of this increased income MfE returns to local government. Staff are preparing a submission which closes 3 February 2020.

## Solid Waste Statistics – December 2019



## **Civil Defence Emergency Management**

### **National**

The new National Emergency Management Agency became operational on 1 December 2019. All of the existing functions and staff of the Ministry of Civil Defence & Emergency Management have transferred into the new National Emergency Management Agency.

The National Emergency Management Agency will assume all of the current responsibilities of the Ministry of Civil Defence & Emergency Management under the Civil Defence Emergency Management Act 2002 and National Civil Defence Emergency Management Plan 2015.

The third national test of the Emergency Mobile Alerts was carried out on Sunday 24 November. The system has been used a number of times for local emergencies, most recently the Auckland Convention Centre fire.

### **Regional**

Two half day workshops hosted by the Northland CDEM Group and led by the Ministry of Business, Innovation & Employment have been held to develop a Temporary Accommodation Plan for Northland. District planning and building services staff from all three local councils were invited to participate in the development of this plan. The proposal to progress with a project to establish a Multi-Agency Coordination Centre in Northland was supported at the last Coordinating Executive Group (CEG) meeting.

Recommendations also included establishing a project team to further develop the business case in support of the proposal. Project team members may be required to provide support and input into the project business case at various times. The business case for the proposal will be completed in February to enable consideration during each of the councils long term plan round. Development of a funding mode will be incorporated into the business case.

Northland CDEM Group Managers have completed Civil Defence Inductions for elected members across all councils. Information included national and regional arrangements and service level agreements for shared services across Northland's district councils. Additionally an overview was given to our Council on flood risk reduction work undertaken on river catchments in Kaitia and Kaeo.



## **Local**

As part of the Northland CDEM Group Work Plan (Tsunami Risk Management and Preparedness), six more tsunami information boards have been installed in Far North coastal areas. Communities included in the latest rollout are Russell, Rangiputa and Taipa. Civil Defence Officers are working with the Department of Conservation to place information boards in coastal Department of Conservation camp grounds.

The tsunami alarm network is starting to move into a renewal phase with some of the alarms starting to come to the end of their life cycle. The life of the alarms due to the conditions in the coastal environment was estimated to be 8-10 years.

Five staff attended a two day Coordinated Incident Management System Course hosted by the Northland CDEM Group in November.