



**Far North
District Council**

Chief Executive Officer's Report to Council

Period: 1 March 2020 - 30 April 2020

Key Work Plan Areas:

Governance

CEO Office

Strategy

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 March 2020 – 30 April 2020.

Welcome to the latest summary report of Council activities

Introduction from Shaun Clarke, Chief Executive

This report covers the period from 1 March – 30 April, during which the ongoing response to drought continued, and Council was required to respond to COVID-19.

On 28 February 2020 New Zealand confirmed its first case of COVID-19. Central government's response started with the monitoring of cases, and by 14 March the first public event was cancelled (coinciding with the one-year anniversary memorial tribute to the Christchurch mosque shootings). This was quickly followed by the Prime Minister's announcement that effective 01:00 on 16 March, all travelers arriving in or returning to New Zealand from outside of the country must self-isolate for 14 days. A halt to public gatherings of more than 500 people was put in place, and the Prime Minister warned that the outbreak could lead to a recession greater than the 2008 global financial crisis. On 21 March, a country-wide alert level system to deal with the coronavirus outbreak was introduced, with the country being at alert level 2. As cases escalated, New Zealand moved to alert level 3 and on 25 March moved to alert level 4. New Zealand was in a national state of emergency, and Council was required to act quickly to comply with government rules.

For the Far North District Council this meant an immediate response was required. I am exceptionally proud of the way the organisation mobilised quickly, showing that we are truly 'progressive'. The Crisis Response Team (CRT) was formed on 10 March 2020 with the mandate to focus on FNDC's COVID-19 response and drought responsibilities. The Council had to immediately determine what level of service could be provided at alert levels 3 and 4 initially and put in place measures to keep staff who were required to undertake field work safe. With 48 hours' notice, Council had to enable all staff to work from home. Consideration needed to be given to connectivity, IT hardware and software, furniture for working from home, and all within the context of giving assurances to staff, Elected Members and the community at large during uncertain times. Council had to work with staff and Elected Members to enable new ways of meeting and working digitally and recognition must be given to our IT team for the work done.

In order to manage the crisis and its impacts, digital engagement with community groups increased and Council played a role in the Civil Defence welfare efforts, particularly in the coordination of food and supplies distribution. The 'operating rhythm' of Council had to change. Council meetings became monthly and Elected Members were issued with devices enabling digital meetings aligned to the Local Government Act amendments. With the exception of Audit Risk & Finance, committee meetings were replaced with portfolio workshops. The Mayor and Deputy Mayor met daily with the Chief Executive. The way Council worked had to change and change quickly.

Essential services were maintained in roading, animal management, resource consents, building control, district facilities operations, the contact centre and three waters throughout the COVID-19 alert levels. People leaders checked in with their teams on a daily basis during the first month of lockdown, and feedback through staff survey showed that this was appreciated. Staff were redeployed to providing welfare assistance or to other essential work.

Communication via the website, Facebook and media releases updated customers on the services being provided and what to expect from the organisation during lockdown. I commenced daily communication with staff, quickly utilising video as the preferred medium.

Work on the drought response continued, and during this two-month period residents across the District reduced water consumption. Alternative water sources work continued with:

- Sweetwater bore – the District Health Board gave approval for tankers to take potable water from this alternative source
- Lake Omapere supplementary water supply project completed
- Te Rarawa (Bonnetts Road) bore became operational
- Monument Hill deep bore progressed to design phase
- Through CDEM, emergency water tanks were deployed to Kaitaia, Kaikohe, Rawene

Central government also announced infrastructure funds to help stimulate the economy. These funds are:

- Shovel ready projects – criteria were to identify projects of a large scale, that are construction ready and will have provide regional and national impacts. Council submitted an application for \$285.5m worth of projects.
- Northland redeployment – the focus is to create employment opportunities. Northland Councils jointly submitted \$14.6m of projects and have had \$9.32m of funding approved.
- Innovating Streets (NZTA) – the purpose of this funding is to pilot transformational change in urban areas. There are two rounds of submissions, with some projects already submitted in round one.
- 'Tools and vest' – this focus is on smaller community-driven projects. At the time of writing this report the Council, FNHL and Elected members have worked collaboratively to identify a number of projects to be submitted.

Considerable time and effort from the IAM team in particular has gone into ensuring FNDC makes the most of these funding workstreams that have become available.

The drought challenge, and then COVID-19, has had a significant impact from a leadership perspective. For example, the Chief Executive has in recent months spent around 80% of his time working on crisis related matters. The General Manager - IAM has been almost exclusively working on drought relief for the last 4 months, along with the Infrastructure Operations Manager who is 100% seconded to the CRT. The Manager - People & Capability has also been involved in significant work in supporting the new CRT arrangements. These are only a few examples of the scale of the response to the crisis from senior management within the Council, every manager has diverted a significant part of their time in this regard.

The managerial emphasis has been two-fold. Firstly, to meet the challenge of the crises head-on and second, to deliver on as many performance targets and to run as much BAU as is possible under the circumstances. The workforce is to be congratulated for its agility in moving to new ways of working, this has minimised the impact on service levels. A combination of good pre-planning and early intervention by management has enabled an orderly exit from the physical workplace and, via high levels of connectivity, has enabled a significant return to BAU. Despite these proactive steps, there are still significant areas across Council services which, in terms of performance, are affected detrimentally. A detailed synopsis of the impact of the crises on the delivery of BAU, and the consequential resetting of targets for the remainder of the year was submitted to Council 21 May 2020.

Despite the significant challenges during this period, highlights included:

- The development of online employee inductions
- Councils climate change roadmap was completed and adopted by Council in May
- The commencement of Annual Plan deliberations
- Councils first virtual Ordinary Council Meeting which occurred on Thursday 9th April
- Committee workshops were launched
- Fresh Water Resilience risk was identified as an emerging risk
- The BCA has cleared all General Non-Compliances identified in the October 2019 International Accreditation New Zealand biennial audit.
- The Northland CDEM Group Emergency Coordination Centre was established to manage

the northland drought response and has continued to be fully staffed throughout the period of the COVID-19 lockdown to manage the overall regional multi-agency response to both events

In terms of operational delivery, the following is a cross-section of outputs described in this report:

- Overall Customer Service Index (CSI) for Requests for Service: 82.3 (0.5% decrease), however there was little data received during March and April.
- The number of Property File Information requests under Level 4 were 16 per week, this increased to 29 in Level 3, with numbers in March and April lower than requests received in January and February.
- The i-Sites saw a decrease in visitor numbers, retail revenue, transaction spend and transaction numbers which is expected due to lockdown conditions.
- Whilst the libraries remained closed for most of this period, they saw a 108.7% increase in ebook and audiobook and a 31.2% increase in library website sessions
- 875 Environmental Services Requests for Service were received and 941 closed during March – April 2020. Compared to the previous two months, this is a reduction of nearly 50%.
- 98 resource consent applications were received during the months of March and April, an increase of 88 compared to January and February.
- The Animal Management team received 375 Requests for Service during March – April; 71 of these Request for Service were Priority 1 and 98% of all RFS' were responded to on time.
- 8,213 dogs have been registered for the current registration period and 3,003 additional dogs on record which are not currently registered (noting proactive registration was unable to be completed due to lockdown measures).
- 34 dogs were impounded across the District during the March-April period with one dog rehomed through Council's website. Four dogs were transferred to rescue groups for rehoming and 17 dogs were claimed by their owners.
- 8 Infringements were issued to dog owners for offences during March-April.
- 59 verifications were scheduled from 24 March 2020 to 30 May 2020, with 21 of these carried out by 23 March (due to lockdown measures).
- No food premise verifications were undertaken as none were operational with COVID-19 measures in place.
- 78 noise complaints received noting that during Level four lock down noise complaints were not responded to by the Council and were referred to Police.
- 63 Parking Infringements were issued during March and April. Parking Enforcement did not occur during Levels four and three, so these offences occurred prior to 24 March 2020.
- A total of 180 building consents were received and the BCA issued 189 building consents during the same period.
- 96.3% of building consents were issued within the legislative time frame of twenty working days.
- 92 RFS' were received by Compliance during March-April and 33 RFS' were closed
- 30 Notices to Fix were issued for breaches of the Building Act 2004 between March-April 2020.
- 20 swimming pool inspections were carried out between March-April, with no inspections done during the lockdown period.
- Work on resilience slips (low cost low risk) was completed at Wharau Rd, Broadwood Rd, Waiotehue Rd and Tamuata Road and most other resilience work was delayed.
- Road sealing in the South region is 98% and the North region 89% complete with the pending surfacing not completed due to COVID-19 lockdown.
- Fibre installation at 4 sites continues
- Traffic management plans for slip repairs and maintenance works were approved, with work at the Waipapa roundabout recommencing
- Panguru flood mitigation design work completed
- Construction operations on Kumi Road, Porotu Road, and Puketi Road unsubsidised seal extensions have been delayed by 1 month due to COVI-19, and Koropwera Road is still at

the NZTA business case approval stage.

Overall, while there have been a number of highlights over the last two months, the operations of FNDC have been impacted by both drought conditions in the region and the international COVID-10 pandemic. From physical parts supplies during lockdown periods, staff being re-directed to urgent crises work, to leadership's focus on crises response and ensuring our staff could continue to work digitally; delivery has been impacted. This period has been challenging for everyone, and I would like to express my thanks to staff for their efforts, and to Elected Members for their continuing support.

Governance

Digital Enablement

This period saw an amendment to the Local Government Act (LGA) in response to the COVID-19 pandemic notice, removing the requirement for physical quorum. The purpose of the amendment was to enable decision-making during lockdown Levels 4 and 3.

This presented staff with an opportunity to bring forward plans for digital enablement, resulting in the Mayor and Councillors being provisioned with iPads loaded with MS Teams. Community Board Chairs were also provided with MS Teams on their personal devices allowing them to fully participate in Councils first virtual Ordinary Council Meeting which occurred on Thursday 9th April.

Committee meetings were cancelled in April and May to accommodate fortnightly Council meetings. In early May, a Committee workshop programme was implemented to enable discussion on key topics between members and staff as a temporary replacement for formal Committee meetings.

Work remains underway to configure and implement LGHub, which will allow e-agendas to be disseminated to device. This has been slightly delayed by the situation with lockdown but is still progressing well.

Sustainable Procurement Framework

Members have signaled a strong desire to deliver positive social outcomes as a result of our procurement activities. Work on the initial planning phases for the project commenced mid-March and was given an additional “focus” boost due to COVID-19, in particular on shovel ready projects. This presents Council with a real opportunity (and risk) to step into this space early, and learn with our supplier base. The net result of COVID-19 is that the project has been split into two phases, as follows:

Phase 1 – Shovel Ready projects

Phase 2 – Delivery of the sustainable procurement framework

The focus of April centered on Phase 1 - Shovel Ready projects. Work is well advanced on the Kaitia Water Project and will provide a baseline for any other shovel ready project that we receive funding for. If and when we are fortunate to receive funding from central government, close engagement with the project leads will occur to ensure targeted social outcomes are achieved as a result of each project (where applicable).

Members were taken through the shovel ready “toolkit” criteria at the Audit, Risk and Finance workshop on the 8th May 2020 with no changes to the proposed criteria. A report for adoption of these criteria will be brought before Council in May

Phase 2 of the project will focus on the delivery of the Sustainable Procurement Framework which will be designed in consultation with key stakeholders and will commence post lockdown. It will be informed by the learnings from shovel ready projects and contain medium and long term tangible and innovative criteria designed in collaboration with Elected Members, SLT, key internal and external stakeholders, amongst many other artefacts such as revised policy, supplier guidance, training programmes, an implementation plan post project and operational handover documentation.

CEO Office

People and Capability

Working during COVID-19 Alert Levels

Teams had daily checks in during this time to ensure everyone was coping ok and for each other to interact personally which was an important part of dealing with lockdown.

The P&C team took an innovative approach to inducting our new people into FNDC rather than delay their start date we held virtual inductions which enabled people to start in their roles and become part of their teams virtually. The Managers organised remote work and learning for them. The feedback to this was very positive and appreciative.

We also interviewed and recruited new employees via this virtual platform which has proved hugely successful.

We have been commended by the PSA for the way in which FNDC Leaders have managed people during the lockdown. The Working from Home survey results endorsed this message with 88% happy with the leadership within FNDC.

Support and feedback via regular group T3/T4 team meetings is ongoing, this has enabled us to deliver, receive and address information, requirements, and any issues arising during level transitions.

People Leader Onboarding

The People Leader Onboarding Workshop was carried out for Tier 3 and Tier 4 people leaders on 5 March 2020.

Staying Well Away from Work

Providing all staff with ready access to information and guidance on working remotely was essential at the start of lockdown. Using Council's learning platform Percipio, two customised resource channels entitled 'Staying Well Away from Work' were created for all staff and people leaders. These channels provide information and learning on topics as diverse as how to use Microsoft Teams to how to talk to your children about COVID-19. This resource was extremely well received and recognised by Skillsoft, the global eLearning platform provider, as FNDC setting the 'gold standard' in online delivery.

Online Staff Development

Working remotely presented two opportunities for staff skill development. The first was simple access to online training courses that could supplement business as usual activity. The second was targeted learning assigned by people leaders to their teams enabling the transition to the new ways of working. Progress on these assignments is easily monitored and reviewed as required.

Increase in Webinar delivery

Remote working has led to an increase in output of webinars from SOLGM. This is a very cost effective communication medium that FNDC embraces enthusiastically. In recent weeks, updates on RMA, Annual Plan and LGOIMA have featured prominently. The recordings of all webinars are accessible to any staff or elected members in Te Kupenga.

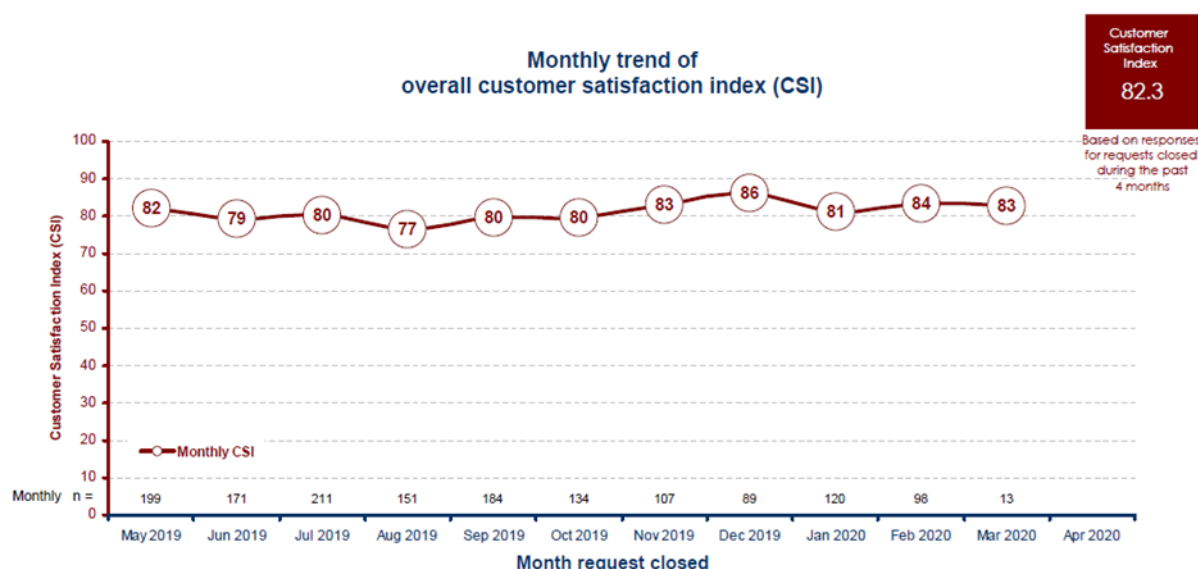
Customer Experience Programme

Closed RFS – Customer Satisfaction Index (CSI)

The scores provided below are for the organization for the four months ending 30 April (please note that we have been unable to survey and receive responses during the COVID-19 lockdown so there is little data for March and April which has affected that statistics):

- Overall Customer Service Index (CSI) for Requests for Service: 82.3 (0.5% decrease)
- Overall satisfaction making the request 87.6% (0.9% increase)
- CSI for requests made via the After Hours provider: 80 (3.8% increase)
- CSI for library services: 93.9 (0.7% increase)
- CSI for visits to i-SITEs and Service Centres: 99 (0.5% decrease)

Monthly CSI Trend for closed Requests for Service:



Other measurement programmes

The scores provided below are for the six months ending 30 April (please note that all the below figures are also affected by low responses):

- CSI for Building Inspection Services: 70.5 (12.9% decrease)
- CSI for Building Consent Process: 57.9 (1.7% decrease)
- CSI for Resource Consent Process: 64.3 (1.2% decrease)

The current focus of the Customer Experience Improvement Programme is noted below:

- Supporting our customers experience during the COVID-19
- Assisting with diagnostics and recommendations for Transport team.
- Developing customer value proposition framework.
- Investigating tools and methods to gather and utilise customer feedback to improve customers experience.
- Analysing existing data about customers to inform Customer Experience Strategy.
- Developing and implementing a Customer Experience Business Engagement Plan to improve customer centricity.

Health, Safety & Wellbeing

Summary of Activities

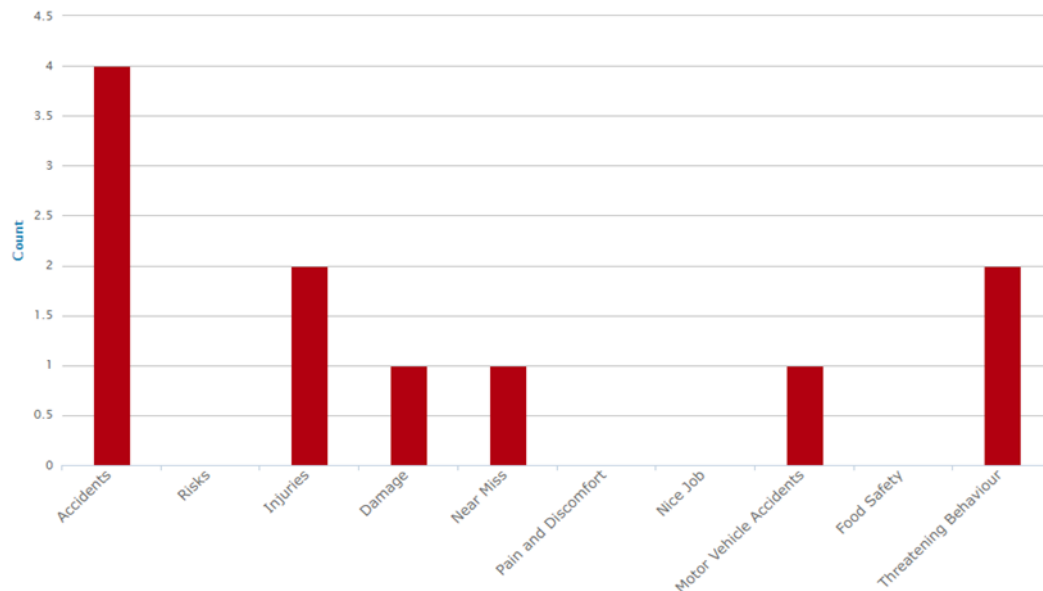
- COVID-19 pandemic arrangements and support dominated HSW focus throughout the reporting period.
- Focus on COVID-19 alertLevel 4 working from home assessments, with 224 reviewed and assessed.
- Development of alert level 3 COVID-19 controls document for office and field workers.
- HSW assistance to Crisis Reponses Team (CRT) under Logistics with specialist advice provided on Personal Protective Equipment (PPE) during COVID-19.
- 52 COVID-19 PPE kits issued to field services staff during alert level 4 and 3.
- 46 COVID-19 hygiene kits issued to office staff during alert level 3.
- Vehicle GPS and lone worker safety solutions project placed on hold due to COVID-19 Pandemic, all 10 tenders placed on 3 month extension.

PeopleSafe Stories Types during the reporting period

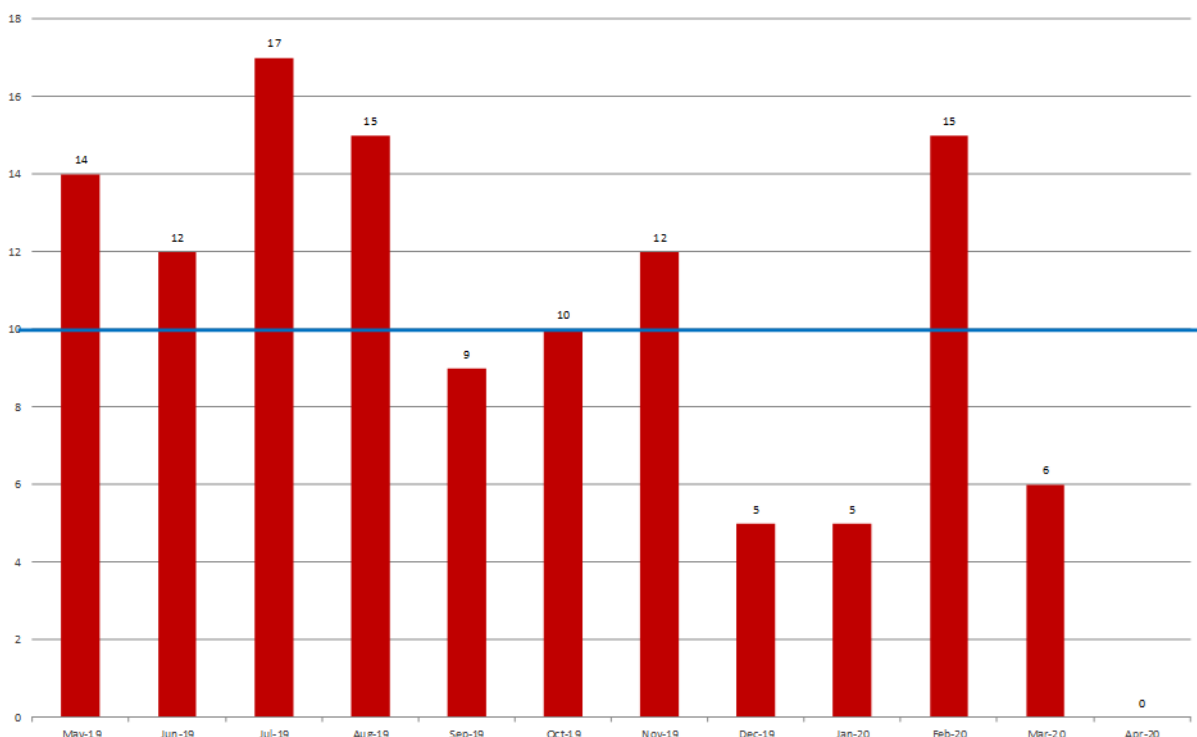
Far North District Council



Stories Report Summary



PeopleSafe Stories Told 2019/2020 – 12 Month Rolling including average incidents per month



During the two month reporting period there were 6 PeopleSafe stories told, covering 12 incident types. The average number of incidents per month has continued to drop and sits at 10 incidents/month due to the nil reporting of incidents in April. This can be attributed to the fact that for all of April the vast majority of staff were in lock down for alert level 4.

Staffing, Salaries and Training

Current Staffing Levels

Actual Full Time Equivalent (FTE) at 30 April 2019	Annual Plan Establishment (FTE)
337.5	377

Vacancies

As at 30 April 2020 FNDC held the following vacancies: (On Hold – reasons various, the undertaking of functional reviews of many positions has increased this number)

Department	Vacancies currently being Advertising/Pending (FTE)	Vacancies on Hold (FTE)
CEO/Communications/People & Capabilities	0	1
Corporate Services	5	0
District Services	3	10.8
Infrastructure & Asset Management/NTA	8	5
Strategic Planning & Policy	0	3
FNDC TOTAL (FTE) * includes part time & full time permanent staff	16	19.8

Salaries and Training 2019-2020

Financial Performance as at 30 April 2020	YTD Actual	YTD Budget	YTD Actual vs Budget	Annual Budget
Salary Costs	\$23,465,861	\$23,926,447	\$460,586	\$29,610,284
Training Costs	\$356,729	\$743,885	\$387,156	\$921,864
Trainings as a % of Salaries (Sector average is 4%)	1.5%			3.1%

Communications

Raising community awareness of the drought's impact on water supplies and the Council's response to COVID-19 was the Communication team's focus in March and April. Outputs included:

- A daily message to staff about topical matters, especially COVID-19.
- Fourteen media releases. Eight of these were about the Council's response to COVID-19, particularly service levels and operations during the pandemic 'lock-down'. Three media releases were about the drought and its impact on water supplies. The remaining three were about improvements to library services, consultation for the Annual Plan 2020/21 and the Council appointing Fullers to operate the Hokianga Ferry.
- Thirteen briefings about water shortages and COVID-19 for elected members.
- Six mayoral blogs/newspaper columns about water shortages and COVID-19.
- Five, full-page newspaper adverts about the drought's impact on water supplies and the Council's response to COVID-19.
- Four news updates about water shortages in Kaikohe for the Kaikohe Business Association.
- Three videos about water shortages in the District.
- Sixty-six Facebook posts, mostly about water shortages and COVID-19. These posts reached, on average, 2,928 people a day and helped the Council to increase the number of people liking its Facebook page from 5,239 to 5,417.
- A four-page newsletter about the Council's management of the drought and its response to the COVID-19 pandemic. This was sent to ratepayers with fourth quarter rates instalments.
- A seven-day radio advertising campaign about rates relief measures on eight Northland radio stations.
- Weekly graphs showing water usage at the Council's eight water supplies.

Strategy

Planning

Annual Plan

Consultation concluded on next year's Annual Plan in late April, with 36 submissions. Adoption of the Annual Plan is still scheduled for 25 June 2020. The deliberations meeting has been delayed to allow Elected Members more time to discuss amendments in light of COVID-19 impacts.

Long Term Plan (LTP)

Although staff continue to work on LTP deliverables such as the Infrastructure Strategy, the environmental scan and asset planning, community engagement has not progressed as originally planned. Elected Member workshops have also been delayed. Timelines and plans are being reviewed to enable the programme to move forward once lockdown is lifted and we are better able to progress important discussions, both within Council and in communities. Other related future-facing topics such as Far North 2100, Climate Change and the District Plan, also impacted by COVID-19, will be re-aligned.

Review

The Revenue Review process stalled as a result of COVID-19. When workshop opportunities have been confirmed Councillors will resume discussion on the scenarios left on the table at the last workshop. The next step is for Council to decide which scenarios they wish to have an initial conversation with ratepayers on. This engagement will be incorporated in the overarching engagement programme alongside the LTP and other future facing initiatives.

Strategy Development, Bylaws and Policies

Far North 2100 District Strategy

On 17 March 2020 a workshop with staff and elected members on an initial list of transformation opportunities that will inform an identified workshop with iwi and hapū representatives was cancelled due to COVID-19. Staff have continued to develop the transformation opportunities in a digital format with the aim of conducting an online and digital engagement exercise with elected members in early June 2020. The output from this digital engagement exercise will inform further digital engagement events with iwi and hapū representatives and then public engagement events on a draft Far North 2100 District Strategy and Spatial Plan later in the year.

Transport Strategy

The draft Integrated Transport Strategy that was developed as part of the application being prepared for the Far North District Council submission to the Regional Land Transport Plan will be reviewed as part of the development of the Infrastructure Strategy. The Infrastructure Strategy is scheduled to be completed in December 2020, in alignment with the Long Term Plan programme of work.

Climate Change

Staff completed the Far North District Council Roadmap for Climate Change and submitted this to the 7 May 2020 Council meeting for approval. The road map is premised on four distinct, but interrelated workstreams;

- council's climate change mitigation initiatives
- The community's climate change mitigation initiatives
- council's climate change adaptation initiatives
- The community's climate change adaptation initiatives

Bylaw Programme

The first round of options papers to address the problems covered in the following revoked bylaws have been submitted to the 21 May 2020 Council meeting for a decision;

- Mobile Shops and Hawkers Bylaw
- Vehicle Crossings Bylaw
- Reserves Bylaw

A paper recommending that Council approve the amendment to the Far North District Speed Limits Bylaw with a new set of speed limits in the Okaihau-Kaeo-Waimate review area has been submitted to the 21 May 2020 Council meeting. A plan for the next tranche of speed limit reviews is under development. This will incorporate the review of speed limits on Te Oneroa-a-Tōhē / Ninety Mile Beach as part of the execution of the Beach Management Plan.

Northland Water Storage

The Northland Water Storage and Use Project is studying water storage and use options to lift deprivation levels in the mid north by enabling access to irrigation supplies to permit crop conversions with a higher return rate. The project has concluded its pre-feasibility phase with a recommendation to undertake detailed studies of storage networks in both the Far North and Kaipara Districts. Verbal approval to commence the feasibility phase has been provided by the Ministry of Business, Innovation and Employment.

The pre-feasibility phase findings resulted in the acceleration to gain approval for a reservoir at the Ngawha Business and Innovation Park, with a resource consent application being filed in May 2020 and anticipated commissioning of the reservoir and irrigation scheme in August 2021. Given the location, the reservoir is suitable, as an alternative water source, to also supply drinking water to Kaikohe. Council has approved funding contributions of up to \$2 million for the delivery of a reservoir to the identified site, while \$100,000 has been approved to support the expanded feasibility phase studies.

Strategic Relationships Survey

Face to face interviews with the key contacts aimed at understanding what the quality of the relationship is with each key partner and stakeholder that were planned for April and May have been postponed due to COVID-19. Staff are working on a re-planning of this survey.

Iwi/ Hapū Relationships

Te Maruata, Local Governments Māori Elected Members held their annual hui in Taranaki. Councillors Tepania and Stratford attended on behalf of Far North District Council.

The purpose of Te Maruata is to promote an increase of Māori participation in Local Government, through; voting, standing to be elected, participation in council processes and building relationships between Māori and Local Government. Key to succeeding with this purpose is the election of an executive committee – Te Rōpū Whakahaere.

The eight strong committee is selected during the first annual hui of a triennium cycle. This year, Councillor Tepania was successful in his nomination and joins the committee as the Youth Elected Member.

Te Oneroa-a-Tōhē Board continued to meet to review progress on the developing Beach Management Plan. The plan is almost at a complete draft state and it is hoped that it will be adopted in June 2020.

Councillor Stratford, supported by staff, met with Ngāti Hine representative, Pita Tipene to discuss the Memorandum of Understanding (MoU) between the parties. A plan was put in place to review the key action points contained in the MoU with the view to a face to face meeting in June 2020.

In March 2020, Ngāti Hine representatives met with the Mayor and Chief Executive Officer to discuss a community housing project.

Community Wellbeing

Community Development & Funding

Staff presented on the Dark Sky Reserve proposal to the Warawara Komiti Kaitiaki to invite involvement from the marae surrounding the Warawara forest. This is part of an ongoing conversation with North Hokianga communities. Information was also shared with the public at Waitangi Day celebrations and staff met with representatives from Northland Inc and Heritage NZ to advance the project and invite interagency buy-in.

Work has begun on the Funding Strategy and Digital Strategy. The Funding Strategy will identify funding streams council and our potential partners are eligible for. The Digital Strategy will be co-designed with the community to identify how we can all grow the district using digital technology.

United Nations Youth held a Regional Hui in Kaitaia in February with support from the Far North Youth Council Tū Taitamariki Ora fund and an agreement was signed with the Ministry of Youth Development for an additional year of MYD funds in 2020-2021 toward the continuation of the Tū Taitamariki Ora fund.

Staff attended Waitangi Day celebrations to promote recruitment for youth development initiatives in 2020, and the 2020 Far North Youth Council has been formed and has held two virtual meetings, with presentations on initiatives around waterway restoration, driver education and youth development events. The Tuia Rangatahi Leadership Programme delegate for 2020 has been selected by Councillors and has attended the first wananga in Otorohonga.

Applications closed and have been assessed for the Kai Ora Fund 2020. As per usual the fund is over-subscribed. Project partner Mahitahi Hauora are managing to coordinate activity and hit key deadlines using an online only environment. The programme will come out of lockdown and proceed as normal, however the final stage to funding (a group workshop for successful recipients) will be delayed due to the inability to hold a workshop during the COVID-19 lockdown.

Haumarū Kai is being rolled out. It is a collaborative program involving the MPI Food Safety team, FNDC Compliance Team, Queenstown Resort College (QRC), Northland Inc, the Cycle Trail Trust and local Marae. The program is engaging Marae to host visitors and cyclists along the Twin Coast Cycle Trail. Built around Food Safety and Kiwi Hosting the program focuses on training, capacity building and verifying Marae for public catering, being part of a network booking system, business training and succession planning to expand our Food Safety verifier network. Other benefits evolving from the program include Marae facilities upgrade for water quality and supply, kitchens and catering equipment, toilets and showers and Marae hosting and entertainment.

Staff conducted an initial strategic planning session with the Te Hiku Community Board and commenced the development of a new strategic planning template for each of the community boards. Draft documents have been produced and are ready to be workshopped with the boards.

The Aviation School at Kerikeri has 4 International Students in lockdown and is now completing theory studies via online tutoring. They have 23 students visa ready to start their courses, but this is now on hold with the aviation industry in turmoil. The school is having to re-look at its business model because of COVID-19.

Staff attended a Kaitaia Business Association event which included a consultation session on the Kaitaia Master Plan document commissioned by the Kaitaia Community Board.

Community Placemaking

Staff from across the business have enthusiastically supported Tūhono Kerikeri (200th Anniversary of Kerikeri). The much-anticipated family festival day which was to take place on March 21, 2020 has been postponed until later in the year due to COVID-19.

Staff continue to support the Te Hononga project. The focus is now on completing the infrastructure build, ensuring the service contract is revised and renewed and developing the operating structure alongside the Trust. Working to a late-June completion is now to be re-scheduled due to COVID-19.

Staff participated in discussions and site meetings with Northland Regional Council around the potential to develop walkways in Kaitaia as part of the Awanui River flood protection programme projects that feature in the Kaitaia Community Plan.

Staff are supporting the Russell State Forest Trust (made up of hapū) to reach an agreement with Department of Conservation and Northland Regional Council for a staged bio-diversity program in Russell Forest. A contractor has been appointed to start a baseline study using trained local labour. Other parts of this program include Kauri Die Back prevention methods.

Staff are supporting the purchase of Elliot's Farm to maintain public access to this taonga for future generations. Some donors have reduced their contribution due to a fall in personal circumstances relating to COVID-19. Despite that new donors have come in to balance those losses.

Staff led a community consultation session on the Awanui placemaking project allocated funds by the Te Hiku Community Board.

Staff supported community engagement toward the inclusion of the Awanui reserve placemaking project in the March Tourism Infrastructure Fund round (which has now been put on hold due to COVID-19).

District Planning

Genetic Modified Organisms Environment Court Appeal

Far North District Council and Whangarei District Council jointly appealed the new Northland Regional Plan due to the Northland Regional Council's decision not to regulate genetically modified organisms in the coastal marine area. Mediation between the parties occurred on the 24 February 2020, with the Regional Council advising that they would have a neutral position and not present any new evidence at any court hearing.

Whilst no other parties have appealed the decision, two of the s.274 parties aligned with the Northland Regional Council's decision on non-regulation, Federated Farmers and Life Sciences Network Incorporated, both withdrew during March from the appeal.

A response from Northland Regional Council on their position given the withdrawal of the s.274 parties will determine if the matter will proceed through the court process and be heard by an Environment Court judge.

Plan Review

Determining Far North's housing and business land capacity

Section 31 of the Resource Management Act 1991 (RMA) specifies a functional responsibility for Councils to ensure that there is sufficient development capacity to meet the expected housing and business demands of the district in the short, medium and long term. Development capacity is defined in both the RMA and the National Policy Statement for Urban Development Capacity to include the provision of adequate development infrastructure to support the development of land. This will include the consideration of three waters and roading infrastructure.

Work is continuing on determining the capacity for housing and business land in the district's urban environments. This work has made considerable progress during March and has been informed by updated population data, analysis of subdivision trends and business land demand.

This compilation will provide the evidence base for spatial planning of the urban environment in the draft proposed District Plan.

Indigenous Biodiversity Identification and Mapping Project

The Significant Natural Area (SNA) mapping project, implemented collaboratively with Whangarei and Kaipara District Councils, has now completed full identification of the potential SNAs throughout the region. The next stage was to involve consultation with affected landowners over the accuracy of the identification of potential SNAs against ecological criteria.

This approach has now been modified in response to the impacts of COVID-19 on consultation. Administration has now shifted the focus of the SNA process to technical development of the indigenous biodiversity policy framework and integration with the proposed district plan. This allows for release as a draft proposed plan, still aimed for the end of 2020, to then allow for feedback and engagement on draft content, including SNAs.

Administration also prepared a submission on the National Policy Statement Indigenous Biodiversity proposal, including responses to the questions posed in the discussion document 'He Kura Koiora I hokia'.

This planning document has the potential to further influence Council management of indigenous biodiversity; however the timing of the gazettal is unclear in the current context of COVID-19.

Northland Forward Together

Below is a snapshot of the active Northland Forward Together projects that are being progressed by Northland Councils. Priorities, set in January 2020, are:

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

Due to the government's response to COVID-19, the March Northland|Forward Together Strategic Planning workshop was postponed until late July 2020. However, progress has continued and reported at the Mayoral Forum on the 25 May 2020.

Four Waters Advisory Group Update

As a result of the March Northland|Forward Together Strategic Planning Workshop being cancelled in March, elected members are yet to discuss the "service delivery" component of the Three Waters Review. Recently, the Minister of Local Government has had a conversation on "service Delivery" with the Local Government National Council and is expecting local government to promptly embrace change in some form.

Initial discussions have been progressed with the Department of Internal Affairs (DIA) regarding a Northland Water Council Controlled Organisation (CCO) and an alternative proposal of a Northland based Infrastructure CCO (three waters and transportation).

In February 2020 Whangarei District Council gave the DIA notice that Northland was interested in pursuing investigations into shared services and requested that the DIA co-fund an investigation.

Progress regarding the application for co-funding will be provided to the Northland Council and will also be provided to the next Northland|Forward Together Workshop in July 2020.

Regional Economic Development

The Mayoral Forum, at their meeting on the 24 February approved the proposal to re-arrange the service delivery of regional economic development and Northland Inc. Socialisation of the proposal was planned for the Northland Forward Together Workshop in March, however this did not happen due to COVID-19 response and is re-scheduled to the July workshop.

A standard agenda paper has now been approved by the Mayoral Forum at their meeting on the 25th of May for each Council to consider for inclusion in their respective Council agendas that meet the 2021-2022 Annual Plan and the 2021-2031 Long Term Plan development and consultation process.

The socialisation with elected members will commence with a presentation at the Northland Forward Together Workshop in July. This will be followed by workshops with respective councils to enable greater understanding of the proposal. Northland Council's will need to individually approve the proposal for inclusion in their 2021-2031 Long Term Plan consultation process.

Re-Cycling in the Northland Region

On-going changes in the market and central government policy related to solid waste and recycling requires Northland Councils to maintain a watching brief.

An overview of services provided and the contractual situation in each of the three district council areas exposed some significant differences in the way each Council delivers solid waste services.

The Ministry of the Environment has indicated that it wished to see more consistency in the collection of re-cyclables across the country. Clarity needs to be given before Councils' make changes to their collection systems.

A watching brief and reporting to the CE and Mayoral Forum are in place.

Overall the Waters, Climate Change and Regional Economic Development projects are ready for socialisation with Northland Councils and will be discussed with elected members at their Northland Forward Together (NFT) and Zone One Workshop on the 28 July 2020.

Corporate

Transformation and Assurance

Audit and Assurance

Recommendations from the 2017 KPMG Procurement Audit Report to develop evaluation criteria for scoring attributes prior to the scoring of tender submissions have been completed. Anchored scales have now been introduced for some parts of the business where this approach is best used, e.g. roading maintenance and dust seal contracts. Anchored scales are based on objective facts that are closely linked to the components that will differentiate bidders based on the value for money they bring to the contract.

The recommendation from the 2018 Annual Management Report from Audit New Zealand to assess whether resource consent bonds still meet the definition of a liability and if not; they should be released has been completed. There is now a process to review the bonds and have now completed site visits to ascertain if resource consent conditions have been met.

An internal audit has been completed to reviewing network logon accounts compliance with Council's password rules and to verify if any accounts have become redundant. A small number of accounts were identified for further investigation.

21 out of 30 recommendations from the LGOIMA Compliance and Practice Audit Report undertaken by the Office of the Ombudsman have been put in place and progress is being made on anything outstanding.

Risk

Regular reporting, to the Assurance, Risk and Finance Committee, on the top organisational risks and their treatment plans continues.

In accordance with the Risk Management Policy adopted by Council August 2019, the "Fresh Water Resilience" risk has been identified as an emerging risk. This risk was scored and prioritised using the FNDC IDEATE methodology which assessed this risk against the defined risk categories and risk tolerances. The outcome of this analysis was to recommend the addition of this risk onto the Organisational Top Risks Dashboard. The Council adopted this recommendation in May.

Three risk progress reports with treatment plans are being prepared for a meeting of the Assurance, Risk, and Finance Committee. The updates are for ARF001 Climate Change, ARF004 Asset Management, and ARF011 Organisational Cohesion.

Transformation

Work has begun to re-orientate the Council's transformation programme to support the delivery of a transformative crisis recovery plan. This includes progressing a Target Operating Model which describes a future end state for the Council's collective transformation programme. This programme will be discussed with Elected Members at upcoming Big Ideas Labs.

We undertook a customer journey mapping exercise for roading related Requests for Service. This involved staff from Council and the NTA looking at our processes from a customer perspective. The exercise identified a series of immediate improvements to the customer experience that have already been implemented – including developing new codes for common requests and improving reporting from contractors. We are working on a set of more fundamental changes to how roading RFS are handled that will also improve reporting to Elected Members and contractors.

Digital Information Services

Realignment Completed

March saw the completion of the realignment of the Information Services and Technology and the Programme Delivery and Business Intelligence Teams. This process saw the merger of these into a single department call Digital Information Services.

This new team has two distinct functions, the first a newly define ICT Operation and Deliver, which will be focused on Applications, Infrastructure and Support with a strong focus towards ensure clear service delivery and planning.

The second function will be called Data Insights and Programme Delivery. This team includes the Information Management Team, Business Intelligence & GIS team, and the Programme Delivery Team.

This realignment did not increase the FTE count that existed under the previous structure. Recruitment is underway to fill the vacant Team Lead position in the Programme Delivery team, Manager ICT Operations and Delivery and ICT Support Specialist. These positions are planned to be confirmed and/or in place during the next 4-8 weeks.

ICT Delivery and Operations

Server Infrastructure and Network

The new server and network Infrastructure project was completed days before the Government announced the Level 4 COVID-19 lockdown which allowed the move of the various existing applications and services to be moved from the old aging environment to the new infrastructure. These migrations were completed during early with some instant performance benefits from teams across Council.

The feedback we have received from our Council teams have made all the effort and planning worth it.

Some of the primary benefits that are now in place are:

- A new modern Citrix desktop with Office365 that will replace the existing Office2010 version – This will complete the rollout of Office365.
- TechOne, Pathway and Objective will be migrated to the new server infrastructure – All applications will speed up, have faster response and processing times.
- Skype for Business will be more reliable and less susceptible to poor call quality – No more garbled speaking when on the phone to customers.
- Internet and Wi-Fi access will be improved – Less buffering and delays.
- Remote access via Citrix will be greatly improved when working from home – No more waiting for your typing to catchup.

COVID-19 Response – Working from Home

The team performed an amazing feat when over two days deployed equipment, connectivity, and support for the 377 staff who started working from home in March.

This has meant that Council during the lockdown period has remained large productive and able to provide numerous services from home using Council's new server and network infrastructure that had recently been completed. Without this project being undertaken Council ability to deploy and support staff from home would have been greatly diminished.

The Office365 roll out was also completed just before the lock down was announced and the use of the Microsoft Teams platform has provided invaluable contact, collaboration and team engagement has seen a 377% increase during the month of March.

Digital Democracy

Elected members have been provided with Apple iPad and these have been used in conjunction with the Microsoft Team platform to support Council during the COVID-19 lockdown. Two meeting were held in April with live streaming planned for May.

This platform has also allowed elected members to stay in touch with each other and ensure Council governance is across Councils response to COVID-19.

Future deployment will see the LG Hub platform being used for electronic agenda delivery and markup.

Data Insights and Programme Delivery

Contact Tracing App

The Data Insights team created a contact tracing App to enable staff to track who they have been in contact with or in close proximity of when going about their regular tasks e.g. Building Inspectors going to sites or Animal Control Officers visiting and or dealing with animal incidents.

The App will assist Council to track interactions that FNDC staff might have with members of the public recording the contact details of the person and the location of the contact. This will enable council to accurately and in real-time report on all contacts with the public outside the FNDC offices.

Data Cleansing Initiative

The team launched several initiatives aimed at engaging staff members who are not able to do their usual jobs while working from home. The aim is to make use of people's time in a productive way as possible. This also enables staff to feel that they are being productive and contributing in a meaningful way instead of just staying at home and this plays a key role in mental well-being.

Workstreams include:

RFS data clean-up - To do a clean and reconciliation of all RFS's where one RFS is the 'parent' record for multiple RFS 'child' records. Aimed at any member of staff as the process is very simple to follow.

Benefits of this clean-up:

- Using the related associate RFS link makes it easier and quicker for staff to find, read and update related RFS's providing a better customer experience.
- Having related RFS's in one place also reduces the instances of duplicate RFS creation – new RFS's can be created directly from the related RFS area.
- The reduction of duplicates and actual linking of RFS improve reporting accuracy.
- The existing process created to extract data for the Customer Experience surveys already takes advantage of this feature where it has been used on an RFS. A survey will not be sent for a qualifying RFS where it is linked to another RFS that is still open. This prevents the survey from being sent for complex issues that have only been partly resolved, reducing waste on surveys and not adversely effecting customer satisfaction scores.

LIM data clean-up - process for address updates on subdivisions, this affects property and LIMs searches. This is aimed specifically at Alexine and her team in Property Information.

BCA data clean-up – This is an ongoing and existing process in the BC team to clean existing open inspection data.

NAR – To do a clean-up and capture of rate payer information. This is aimed at the CSO's as they are very familiar with this data.

Server consolidation & upgrades

The team provisioned seven new database servers with the same version of Microsoft SQL Server installed on all the servers to enable us to create a standard configuration in-between all our data sources and retire old technologies. A project has been launched to identify application users and champions to facilitate the SQL migration process to provide council with flexible services. Overall speeds of database services have increased, and the environment is very stable. On track for completion by Q4.

A new on-premises BI server was installed to replace the old report server. With this change it will provide council with more dynamic and unified reporting experience as we move closer to one source of the truth. This enabled us to deliver reports that were only available in the cloud space with limited access to everyone in council and gives us more flexibility with our reporting going forward.

Building Consent Authority “BCA” dashboard

There is ongoing work on the BCA dashboard to reflect more usable data and to identify opportunities for process improvement or alignment of practice to documented processes. The development of this dashboard is nearing completion. The work in this reporting period has focused on responding to the business’ change requests as well as facilitating the improvement of data quality.

The team rebuilt the BCA report on our internal BI Reporting Server to accommodate users that do not have a license to connect to the cloud based BI system. It is available on the Citrix platform and can be accessed without a PowerBI license.

Mortgage Demand Process

Work continues with the Debt Management Team to redesign the process with a focus on automation, update to ‘Date report’ and providing better visibility of the process in Pathway. The initial run involved 200 assessments and rate arrears more than \$1mil and an additional 300 were generated this month.

GIS Upgrade

Local Maps was successfully upgraded to the latest version 2.2 and has been configured in both our production and test environment. This has enabled the system to load maps faster and the use of search enhancements and automated reporting, to be more in line with the needs of the end users and existing workflows.

GIS Based Projects

NRC – A request was received from NRC to assist with the Water allocation tool. The tool was not functioning and one of our staff members was tasked to assist with the repair. We are now able to get the information that we needed for the water crisis from NRC.

Project Darwin has been identified as one of the key projects that will use GIS services. We have been actively assisting in integrating IPS with our ArcGIS platform to plot assets geospatially on the current data sets, providing a clear understanding of the data and areas of improvement prior to the data import into the IPS system.

Online Services

Stage Two of Online Services is on track for completion and delivery:

- LIM application migrated to production.
- CityWatch is ready for release pending training and sign off from the customer contact team. This is on hold due to connectivity issues of Call Centre staff when working from home.

Stage three consists of Resource Consent and Building Consent applications. Work on Online Payments is on hold. Progress is being hampered by access and availability of the Rates team in Finance because of their increased workload.

- Applications for Resource Consents are configured and ready for testing.
- Development of Building Consent applications are underway.
- Environmental Health licensing mobile inspections demonstrated to the Team Leader, further development on hold till after the lockdown.
- Mobile inspections for swimming pools, Building Warrant of Fitness and buildings, RC inspections and engineering inspections for the RC process continue to progress.

Stage four will now consist of Permits and Licenses, Animal Registration and Mobile Inspections (other than building inspections) and is scheduled for release in July 2020.

Property File Digitisation Project

The team has been busy with the final reconciliation and review of the work carried out by DTI and creation of a final project close report that will be reported back to Council in the coming months. The report will provide Council with the final outcomes and deliverables achieved by the project and some options around what will be next and how Council is able to leverage this newly created digital asset.

Online Property File Requests:

- April - 87 requests
- March – 229 requests
- February – 520 requests
- January – 562 requests

The number of requests under Level 4 were 16 per week, this increased to 29 in Level 3.

Inwards mail process

We have successfully changed the inwards mail processes to account for working from home. This has involved digitising mail and processing electronically. This includes the collection and delivery of payments received in the mail (Cheques) to the Finance team.

Nothing but Net campaign

Council officers provided a risk analysis framework for the VideoAsk digital consultation tool and assessed the tool for compliance with Information Management Standard requirements. This tool is now live.

Council meeting recordings

Council officers completed an assessment of the recordkeeping requirements for recording of online council meetings.

Objective

Upgrade – Council officers have completed a business impact assessment workshop to introduce key users throughout the business to the upcoming changes to Objective and to demo the new look and feel of the web app.

Support –

Help/fix requests resolved: 391

Files and folders created and approved: 261

Objective users changes/movements: 48

New User setup: 14

Operational Financial Performance

As at 30 April 2020

Whole of Council

Statement of Operational Financial Performance for the period ending 30 April 2020

	Year to date			Actuals YTD as a % of Total Budget	Actuals YTD as a % of Annual Forecast	Full year		
	YTD Actual \$000's	YTD Budget \$000's	Variance \$000's			Total Annual Budget \$000's	Total Annual Forecast \$000's	ESES Forecast Variance \$000's
Operations								
Operational income								
Rates - general (excl water supply rates)	73,211	72,942	270	84%	84%	87,530	87,530	0
Rates - penalties	873	1,555	(682)	42%	42%	2,073	2,073	0
Fees & charges (inc water supply rates)	13,928	13,364	564	86%	86%	16,213	16,104	(109)
Central govt subsidies - operational	7,348	7,323	25	73%	74%	10,012	9,955	(57)
Other income	1,947	2,244	(297)	80%	155%	2,424	1,259	(1,165)
Capital income								
Central govt subsidies - new works	1,316	1,559	(243)	14%	16%	9,142	8,190	(953)
Central govt subsidies - renewals	6,603	6,764	(161)	46%	64%	14,462	10,367	(4,094)
Other contributions	26	0	26	3%	3%	1,000	1,022	22
Development contributions	23	0	23	0%	0%	0	0	0
Total operating income	105,274	105,750	(476)			142,856	136,499	(6,356)
Operating Expenditure								
Payroll related costs	23,466	23,926	461	79%	82%	29,610	28,579	1,031
Other staffing related costs	1,440	1,756	316	66%	71%	2,167	2,036	131
General expenses	5,746	7,213	1,468	60%	61%	9,584	9,476	108
Rate remissions	2,171	2,023	(148)	98%	98%	2,208	2,208	0
Contractor & professional fees	38,367	33,803	(4,563)	86%	81%	44,449	47,285	(2,836)
Grants and donations	1,632	1,622	(10)	87%	86%	1,882	1,889	(7)
Allocations (direct and indirect)	0	0	0	0%	0%	(0)	(0)	0
Interest costs	1,673	1,878	205	74%	80%	2,253	2,100	153
Sub-total	74,494	72,223	(2,271)			92,153	93,573	(1,420)
Depreciation and other asset costs	27,117	30,128	3,011			36,153	36,038	115
Gain/Loss on Disposal	697	0	(697)			0	0	0
Total operating expenditure	102,309	102,351	42			128,307	129,611	(1,304)
Net operating surplus/(deficit)	2,965	3,399	(434)			14,549	6,888	(5,052)

Statement of Capital Financial Performance for the period ending 30 April 2020

	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
Capital Works								
District Facilities	6,770	6,467	(303)	53%	49%	12,890	13,922	(1,032)
Stormwater	982	2,631	1,649	32%	33%	3,098	2,971	127
Solid Waste	149	325	176	17%	17%	869	871	(2)
Wastewater	12,065	16,263	4,198	58%	59%	20,724	20,359	365
Water Supply	2,625	2,210	(415)	47%	50%	5,580	5,294	286
	22,591	27,895	5,305	52%	52%	43,161	43,417	(256)
Roading & Footpaths	13,255	15,576	2,322	39%	60%	33,901	22,125	11,775
Other								
Environmental Management	703	2,616	1,913	27%	27%	2,616	2,616	0
Governance & Strategic Administration	2,375	5,317	2,942	27%	52%	8,937	4,597	4,340
Customer Services	423	1,294	871	20%	22%	2,088	1,880	208
Total Capital Works	39,346	52,699	13,353	43%	53%	90,704	74,635	16,068

Operations

Customer Service

Customer Service Statistics

Customer Satisfaction results

We received an extremely low number of responses in March and none for April (other than four for the libraries). Our metrics are calculated over the last four months (and scores are lower, having seen particularly high scores in December 2019). The COVID-19 response, with Service Centres, Libraries and i-SITEs closed from 23 March, has affected results.

	Responses (Month)	YE Goal	April CSI	Trend	March CSI	% Change
Visitor Experience	209	99	99.0	↓	99.2	-0.2%
Library Services	155 (4)	94	93.9	↑	93.5	0.4%
Request for Service Process	231	83	82.3	↓	83.5	-1.5%
Community and Customer Service RFS	5	94	81.7	↓	84.7	-3.7%

Contact Centre / Service Centres

- 65.54% decrease in the financial counter stats for Service Centres (865 down from 2,510)
- 35.28% decrease in calls to the Contact Centre (10,126 down from 15,647)
- 14.56% increase in the number of AskUs emails (3,594 up from 3,137)
- 44.65% decrease in the number of Building Inspection bookings (483 down from 873)

i-SITEs

- 37% decrease in visitor numbers (27,116 down from 43,089)
- 63.2% decrease in retail revenue (\$10,188 down from \$27,687)
- 68.95% decrease in transaction spend (\$22,562 down from \$72,652)
- 66.68% decrease in transaction numbers (\$5,715 down from \$17,150)

Libraries

- 108.7% increase in ebook and audiobook downloads (7,632 up from 3,657)
- 31.2% increase in library website sessions (66,827 up from 50,923)

Regulatory Services

Environmental Services

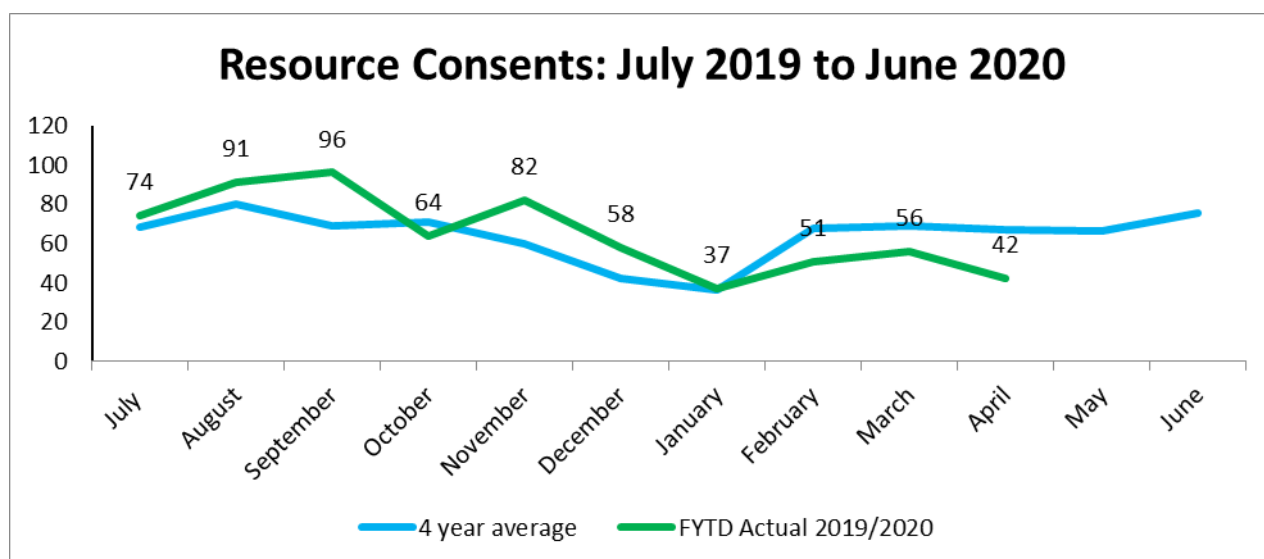
875 Requests for Service were received and 941 closed during March – April 2020. Compared to the previous two months, this is a reduction of nearly 50% where there were 1665 Requests for Service received and 1579 closed.

The above reduction is largely due to the COVID-19 Level four lock down period.

Resource Consents Management

651 resource consent applications have been received so far during the 2019 - 2020 financial year.

98 resource consent applications were received during the months of March and April. This is an increase on the previous two-month period of 88 for January and February.



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

Animal Management

During the lock down period, Animal Management has operated as an essential service. Priority 1 Request for Service (dog attacks, aggressive dogs, stock on roads) were responded to as per normal process following Covid-19 guidelines. Priority 2 RFS were responded to by Officers remotely. Some Requests for Service may require further follow up in Level three.

The Animal Management team received 375 Requests for Service during March – April; 71 of these Request for Service were Priority 1 and 98% of all RFS' were responded to on time.

8,213 dogs have been registered for the current registration period. There are 3,003 additional dogs on record which are not currently registered. The team have not been able to do proactive registration follow up in the lock down period.

34 dogs were impounded across the District during the March-April period with one dog rehomed through Council's website. Four dogs were transferred to rescue groups for rehoming and 17 dogs were claimed by their owners.

Eight Infringements were issued to dog owners for offences during March-April. These were from offences that occurred in February.

The southern shelter (Melka) settlement occurred on 25 March 2020. Due to level four restrictions, no progression on the design for the upgrades could occur. Once in level three the Architect was able to visit the site on 4 May 2020. This has now provided options to proceed within the allocated budget for design and building work.

Environmental Health and Monitoring Compliance

There were 59 verifications scheduled from 24 March 2020 to 30 May 2020. To 23 March 2020 the team had carried out 21 of these verifications. No food business verifications were conducted in the lockdown as no food outlets were open in Alert Level 4 and verifications could not be carried out within Alert Level three restrictions. These will continue in Level two.

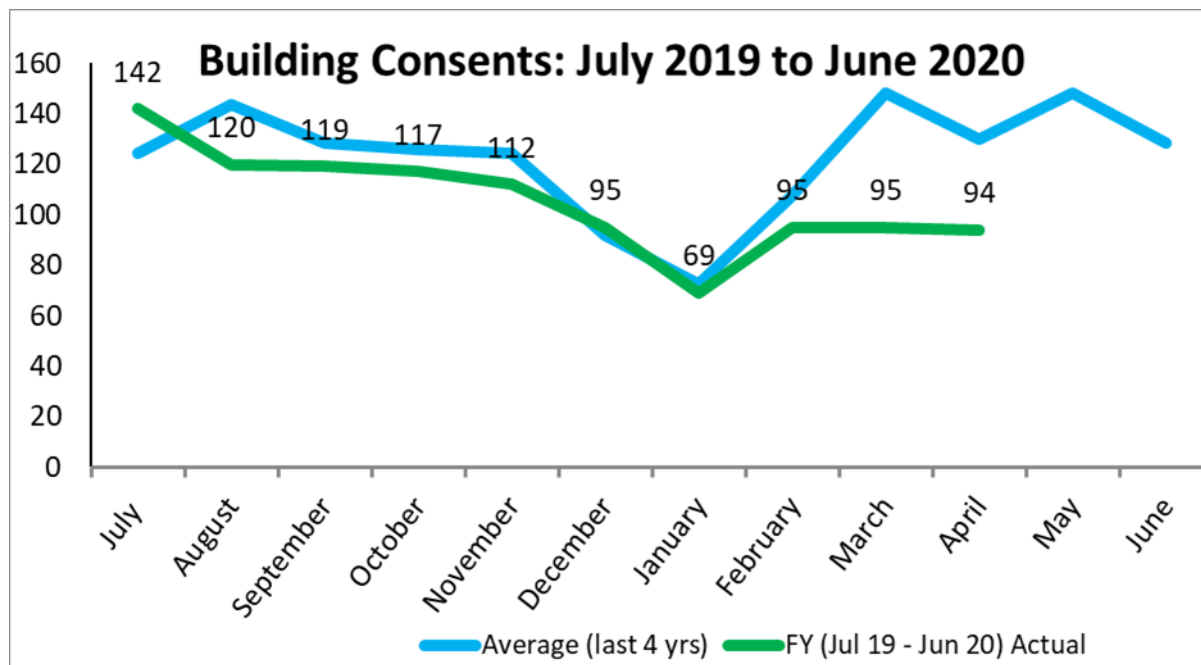
There were 78 noise complaints received in the March-April period. During Level four lock down noise complaints were not responded to by the Council. Any noise complaints during this time were referred to the Police. Noise complaint response did resume in Level three.

A total of 63 Parking Infringements were issued during March and April. Parking Enforcement did not occur during Levels four and three, so these offences will have occurred prior to 24 March 2020.

Building Consents Management

The number of building consent applications is tracking lower than the four-year average.

- During the March to April period a total of 180 building consents were received
- The BCA issued 189 building consents during the same period
- 96.3% of building consents were issued within the legislative time frame of twenty working days



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

North Drill are looking at a project in Takou Bay area that will see several dwellings built in Whangarei, but consented in the Far North, this will be worked out via an MOU with the Whangarei District Council Building Department. Whangarei will inspect the buildings while under construction in Whangarei and FNDC will consent and sign the buildings off once on site at Takou Bay.

With consent numbers tracking lower, the BCA is less reliant on contractors to satisfy its capacity to meet processing demand and statutory time frames. However, some complex consents are still being processed externally because they require competencies that are not available in-house.

Building Compliance

- 92 RFS' were received by Compliance during March-April and 33 RFS' were closed
- 30 Notices to Fix were issued for breaches of the Building Act 2004 between March-April 2020

Swimming Pools

20 swimming pool inspections were carried out between March-April. These were done from March 1st until March 23rd when the COVID-19 lockdown commenced. No inspections were carried out during the lockdown period.

Building Accreditation Update

The BCA has cleared all General Non-Compliances (GNCs) identified in the October 2019 International Accreditation New Zealand (IANZ) biennial audit.

The focus now turns to the next audit in October 2020.

- The BCA is currently working towards increasing in-house capacity and competencies that will facilitate less reliance on contractors in future.
- Leading into the next audit an action plan is being developed that involves the contracted interim Quality Manager coaching the incoming Quality Manager on the BCA requirements for audit.

Infrastructure and Asset Management

Resilience Slips (Low Cost Low Risk), Minor Events and Emergency Slips

- Wharau Rd RP1900 - COMPLETE
- Broadwood Rd 6950 & 6970 - COMPLETE
- Taumata Rd 5900 – COMPLETE
- Kaitaia Awaroa 26991 – Start delayed due to COVID-19
- West Coat Rd RP 16005 – Start delayed due to COVID-19
- West Coast Rd RP 9563, Fairburn Rd RP9588, & Diggers Valley Rd RP12722 - Waiting approval to Supplier Recommendation Report
- Fairburn Rd RP 9588 - Waiting approval to Supplier Recommendation Report
- Diggers Valley Rd - Waiting approval to Supplier Recommendation Report
- Wharekawa Rd RP3552 & 3663 – Tenders close delayed to 1 May due to COVID-19
- Waiohew Rd RP5400 and RP5251 – Complete
- Rawhiti Rd – Risk assessment found danger of loose material falling onto road. Remediation delayed due to Covid19 – Expect to happen in May
- Paponga Rd – Remediate in May
- Waikare Road – Delayed due to Covid19 – Expected start June
- Wainui Road – Unsure at this stage whether will Tender this year due to other programme and budget changes

Panguru Flood Mitigation (Low Cost Low Risk)

Design work Completed. Project requires additional budget for identified provisional items. Report compiled for Council approval, to be confirmed by end of April 2020.

Minor Safety Improvements (Low Cost Low Risk)

Starting to procure physical work 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 – Construction complete
- West Coast Road Route Position 17.1km (design only) – Design complete
- Pawarenga Road Route Position 1.7km (design only) – Design complete
- Broadwood Road Route Positions 0.3km – Construction complete
- Broadwood Road 6.9km – Design complete

Consultation on Northland Speed Limits

A Recommendations Report for the Okaihau-Kaeo-Waimate North Speed Limit Review has been prepared and is expected to be presented to Council at its 21 May meeting.

Once the proposed speed limits are approved in principal, NTA Staff will finalise mapping and the programme for replacing speed limit signs and prepare the required changes to the Speed Limit Bylaw. Council will then need to make the required changes. Background technical work on the Kaitaia-Awaroa and Kohukohu-Broadwood Catchments will commence in late June. It should be noted that the Kaitaia-Awaroa Road has the highest risk rating in Northland.

Hokianga Ferry

Fullers Bay of Islands have taken over the operation of the Hokianga Ferry from the 1st of May 2020.

Revenue processed in April was \$20,454. This was for ticket sales received (but not able to be banked due to Covid-19 restrictions), prior to the 24th March when the New Zealand Transport Agency (NZTA) announced the 'fare free' policy on Public Transport due to the associated health risk.

The NZTA will fund 100% from the National Land Transport Fund the foregone revenue associated with the COVID-19 crisis.

Utility Services – Corridor Access Request and Traffic Management Plan

- Kaikohe, Kaitaia, & Ahipara - Laying of Fibre has not complete
- Coopers Beach and Mangonui - Fibre work is in progress
- Waipapa - Next stage of Fibre installation called 2+ is starting shortly
- Kaitaia UFB has now resumed
- Traffic Management Plan's for slip repairs have been approved
- Traffic Management Plan's for several other maintenance projects have also been received, and other projects that were started before the shut- down, have now resumed
- Waipapa Roundabout work has resumed
- Proposed Puketona Junction, Highway 11 and Highway 10 roundabout is also about to start

Road Seal Extensions

Seal Extension sites in the below table have been approved by Council to proceed with construction. The unsubsidised roads have progressed through testing, design and commenced however the COVID-19 lockdown has been the cause of at least one month delay in construction operations. The subsidised Koropewa Road is still in the NZTA Business Case Approval process.

Road Name	Length (m)	Estimated Cost	Cost Code	Fund Source	Contractor
Kumi Road	3,964	\$1,803,000.00	2013.1.1.4917	LTP 2019/20	Fulton Hogan
Porotu Road	1,380	\$764,000.00	2013.1.1.4917	LTP 2019/20	Broadspectrum
Puketi Road	1,000	\$433,000.00	2013.1.1.4917	LTP 2019/20	Broadspectrum
Totals	6,344	\$3,000,000.00			

Unsubsidised Seal Extension

Kumi Road – Enabling works, Drainage (Culvert extensions and renewals including Headwalls) complete, Pavement aggregate placed and compacted, 250mm Stabilising (<2% lime/cement) is complete. Driveways and carriageway have been sealed and site is being tidied up presently.

Porotu Road – Road legalisation discussion with the IWI group has commenced, with a formal meeting planned in the coming weeks. The contractors design reports are under review.

Puketi Road – Enabling works have commenced.

Subsidised Seal Extension

Koropewa Road - Business case to NZTA delayed for data verification required by NZTA

NB: Koropewa Road is not expected to be physically constructed this financial year.

Structures

The following works have been undertaken:

- Otua Road Bridge N28 – The contractor has re-established after the lifting of COVID-19 lockdown. The physical works are programmed to complete around July subject to NRC approval.
- West Coast Road Bridge G01 – The contract has been awarded and the contractors have commenced with the design of the bridge. The contractors design team have also commenced work on the Resource Consent application. Due to time constraints with design completion and Resource Consent, the physical works will commence next financial year.
- 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 has been awarded to the successful contractor and physical works has commenced after lifting of the COVID-19 lockdown.
- Kenana Rd Culvert E16 Replacement – The contractors have re-established on site and programmed to complete by end of June.
- Mangamuka Rd Culvert H40 Replacement – The contractor has re-established on site however due to COVID-19 lockdown and restrictions implemented the physical works will be carried forward into the next financial year.

Pavement Rehabilitation and Associated Improvements

There is approximately 5.5km Rehabilitation programmed for this financial year, which is distributed into 8 different sites. Sites are as follows:

North

- Mangamuka road RP0-1736 – Construction is 95% complete, minor safety works ongoing.
- Broadwood Road RP13350-13780 – Due to COVID-19 the pavement works could not be completed and the with unfavourable atmospheric temperature now being experience this site will be left unsealed until next construction season.

South

- Ngawha Springs Road RP2610-3163 – Differed until the development are complete.
- Punakitere Loop Road RP0-346 – Physical works are completed.
- Pungaere Road RP5547-6572 – The site was planned to complete early April but due to the COVID-19 lockdown work had to be stopped. This site will be left unsealed until next construction season.
- Purerua Road RP6251-6794 – Designs under review.
- Stanners Road RP1580-1720 – Construction has been completed.
- Waimate North Road RP20-425 - Construction has been completed.

Sealed Road Resurfacing

- North and South Contract Seal Design & programme confirmed.
- Sealing in the South region is 98% complete with the pending surfacing not completed due to COVID-19 lockdown. The balance of the works is carried forward to next Financial year.
- Sealing in for the North Region is 89% complete with the pending surfacing not completed due to COVID-19 lockdown. The balance of the works is carried forward to next Financial year.

Footpaths

Renewals and maintenance work for the 2019/20 FY are prioritised programmed to meet the budget available and as per the condition assessment. All renewals have been put on hold due to COVID-19.

Programme Darwin

► Programme Vision

Vision: **Leading best practice enterprise asset management in NZ.**

Mission: **Lifting the understanding and delivery of asset management across the organisation.**

► Status Indicators

Overall	→	Programme overall is on track, however some work is delayed due to staff availability (drought response, COVID-19)
Benefits		Programme benefits articulated and approved
Capability		Work being delivered in-house with INFOR assistance for system implementation as per statement of works
Leadership		Programme meetings with Sponsor scheduled for the year
Budget		On track
Roadmap		Approved and on track, see end of report
Risk		See Top Programme Risks section

► State of Play

Last Month	Next Month
<ul style="list-style-type: none"> After completing 3 interviews, the decision was made to appoint a consultant until 31 December 2020. He will commence in May Asset hierarchy signed off by key stakeholders (finance and asset management team) FieldForce 4 assessment received and debriefed with project team, then IAM managers. Recommendations under review Alignment of FieldForce 4 findings and programme plan commenced Process for updating end-to-end points on underground pipes agreed. Training of Daniel, Phillip and Jason to learn ARC GIS and the process of how to update these records commenced 	<ul style="list-style-type: none"> Programme Darwin to be handed over to consultant Complete programme review, and agree process and timeframe for roles & responsibilities work to be undertaken Engagement with Far North Waters on system detail and long-term vision including their use of the system and field technology Process efficiencies identified by FieldForce 4 to be reviewed Update of 30,000 end-to-end points on underground pipes records commences Configure ION server and INFOR operating system (system build) Stakeholder workshop to debrief on culture

► Programme Vision

Vision: **Leading best practice enterprise asset management in NZ.**

Mission: **Lifting the understanding and delivery of asset management across the organisation.**

► Status Indicators

Overall	→	Programme overall is on track, however some work is delayed due to staff availability (drought response, COVID-19)
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Leadership		Programme meetings with Sponsor scheduled for the year
Budget		On track
Roadmap		Approved and on track, see end of report
Risk		See Top Programme Risks section

► State of Play

Last Month	Next Month
<ul style="list-style-type: none"> Targets for improving EAM culture survey drafted, but to be checked alongside analysis undertaken by FieldForce 4 ION (connection allowing systems to connect) server configuration issue resolved Meeting with Dunedin City Council who are running a similar programme was useful – insights on working with INFOR and FieldForce 4 shared, and there is a willingness for further collaboration 	<p>survey results and how this relates to the roles & responsibilities work to be undertaken</p> <ul style="list-style-type: none"> Competency framework to be reviewed Budget for condition surveys in the annual plan to be confirmed following discussion with EMs as part of rates relief / economic stimulus package for the far north

Infrastructure Planning



Stormwater



District Facilities



Wastewater



Water




Transport










Activity	Asset Group	Expected Completion	Comment
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Strategies / Plans / Policies

District Transport Strategy		FY19/20	The Integrated Transport Plan draft recommended programme and 10 year cost staging has been completed and integrated into the draft Transport Capital Works Programme. This also incorporates transport projects arising from NZTA's many Twin Coast Discovery Route Business Cases (including the very topical Township Plans) and the Twin Coast Cycle Trail 10 year Plan. Both programmes will now be workshopped internally with NTA for further integration and alignment with the emerging regional AMP, being the primary delivery mechanism. The associated Programme Business Case for NZTA funding is nearing completion.
Rawene WWTP Optioneering		On-going	Te Mauri o te Wai hosted a workshop with the engineering consultants and wider community. A number of conflicting events and increased restrictions to manage Covid19 meant that fewer people were able to attend the hui than we would have liked but there was a wide audience and good discussions. The purpose of the meeting was to present the options report and answer any questions the group had on the day. In time a preferred solution will be identified by Te Mauri o te Wai.
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		FY20/21	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 has now been completed and so this project will be included on the three waters work programme. The project will not be completed this financial year as a result of recruitment delays.
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. 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 been placed on hold given resourcing constraints associated with drought management.
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 though 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. The programme is running behind schedule due to resourcing limitations associated with secondments to the drought management team.

Paihia Water Strategy		TBC	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 was planned to commence in the first quarter of 2020. However, there are some potential delays with this due to resourcing limitations associated with secondments to the drought management team. Staff consequently sought an extension from MBIE to the deadline set out in the TIF funding agreement (set to June 2020). That request has been approved and FNDC now has until December 2020 to complete the TIF related work. Procurement for the modelling work is underway.
Proposed Regional Plan for Northland	All	FY19/20	Working closely with WDC, FNDC has joined six appeals on the Proposed Plan, with a focus on ensuring that it enables public water supply. Mediation with appellants started in early August and is now largely complete. Most of the matters have now been resolved, however it is likely the appeal on the water allocation rules will proceed to Court. WDC and FNDC will be appearing to at court.

Summary of Abatement Notices

Asset	Asset Type	Non-Compliance	Action Underway
Kerikeri Sports Complex		<ul style="list-style-type: none"> Issued Dec 2016 Breach of discharge consent limit for wastewater discharge amount 	No breaches of discharge volume since November 2018. Plumbing repairs, meter calibration and maintenance undertaken. Cancellation of abatement will be requested when the new Compliance Lead has been appointed.
Mangonui Handrail		<ul style="list-style-type: none"> Abatement notice issued May 2018 Erection of a safety rail on the Mangonui boardwalk required 	As agreed by NRC, 80m of handrail installed in September 2018 in high risk area.
Kaitia Recovery Centre		<ul style="list-style-type: none"> Abatement notice issued Nov 2018 Stormwater runoff from bins at site may contaminate waterway 	Interceptor / oil separator have been installed. Waiting on inspection from NRC and if satisfied a request will be made to cancel notice when the new Compliance Lead is appointed.
Opononi WWTP		<ul style="list-style-type: none"> Abatement Notice issued Apr 2016 Plant evidencing non-compliance with E.Coli limits 	Short term: aerator and desludging have improved E.Coli readings, re-fencing of wetland area completed November 2019, wetland refurbishment costs to be input into next LTP. Long term: engagement with the Community Liaison Group continues to try and find an acceptable upgrade solution before next LTP.
Kaitia WW Network		<ul style="list-style-type: none"> Abatement notice issued Apr 2016 Unconsented network overflows 	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"> Abatement Notice issued Oct 2016 Breaches in ammonia ongoing 	Paihia WWTP upgrade project completed.
Russell WWTP		<ul style="list-style-type: none"> Abatement notice issued Mar 2017 Intermittent breaches in E.Coli 	Various upgrade work undertaken during 2018/2019, plant compliant for several months however November evidenced non-compliance due to operator error during process upgrade.
Ahipara WWTP		<ul style="list-style-type: none"> Abatement notice issued Mar 2018 Non-compliant leachate volume to pond from Ahipara Landfill. 	Pump controller upgraded 2019 however slight exceedances of consent limit have still occurred occasionally. Continue monitoring.
Kawaka WWTP		<ul style="list-style-type: none"> Abatement notice issued Feb 2020 De-sludging activities by Conhur (contractor) not compliant with consent conditions 	Following the issue of the notice NRC monitoring officer met with Conhur and FNW on site to discuss the non-compliance. Conhur subsequently pegged the max sludge height to avoid exceeding the 200mm freeboard. Contractors are now aware of the conditions of consent relating other de-sludging activity. NRC satisfied the compliance issues have been resolved and no further action is required.

3 Waters Operations

Summary

During the month of April there were no LTIs or MTI's, and we are currently operating with 939 days LTI free.

We attended 199 requests for service (RFS) call outs in April, down from 415 during March.

Planned Maintenance (PM) completion was 18% for April. The non-critical backlog from April has been rescheduled across the remainder of the year.

Final commissioning of the Omanaia water treatment plant remained delayed across April due to the water shortage and the amount of water necessary to send to waste during the commissioning process. Timing has been reviewed with key considerations around water shortage direction and COVID-19 alert levels moving to L2 allowing for greater movement of resource including availability of the design consultants required for commissioning. Commissioning of the plant is scheduled to commence 18th May 2020 and is expected to take several weeks before potable water is available to communities due to compliance approval requirements for the plant and existing raw water line.

Kaitaia, Bonnetts Road temporary supply has been successfully operating as a supplementary supply for the township with testing carried out to fully integrate with the water treatment plant controls in order to maximise the benefit. This work was delayed due to Covid-19 restrictions and commenced at Covid-19 L3 late April and will continue into May.

Health and Safety

During April there were no LTIs or MTIs and we are currently 939 days LTI free.

There have been no high potential incidents, recognising the business has been identified as an essential service working through the level 4 COVID-19 lockdown. There have also been no vehicle incidents or close calls reported.

During April we had a total of four environmental incidents, all of which were spills to water. The first two were in Haruru Falls – a broken sewer pipe under a walkway bridge and a broken sewer line by the Sewer Treatment Plant. The third incident was a blocked sewer and overflowing manhole in Kaitaia, and the final was a blocked manhole in Rawene. All four incidents were managed as per our protocols.

A review is underway of the online training options during COVID-19 isolation. Consistent monitoring is taking place around staff wellness, including COVID-19 working as an essential worker and the stresses this can cause.

Customers

The request for service (RFS) total for April was 199, a significant decrease from the 415 recorded for March and the 545 recorded for February. There was a significant reduction in the number of water leaks attended during April compared with previous periods during the height of summer. Far North Waters have not yet received a customer satisfaction figure as there have not been any survey responses yet.

Assets

Planned Maintenance completion attainment was 18% for April. The April Planned Maintenance schedule consisted of 139 jobs. COVID-19 protocols during this period suspended all non-critical maintenance activity. These non-critical backlog jobs will be reviewed and scheduled over the coming months, although, moving forward water flushing will only be done on an as required basis and pump station planned maintenance will also be reduced to critical pumps to save the water required for cleaning during a drought

District facilities

Parks and Reserves

COVID-19 took center stage over April as staff and contractors monitored and continued to update requirements as needed.

Much of the focus was on keeping the public toilets open (and cleaned to the higher hygiene standards), playgrounds and skate parks closed (although many felt the need to regularly remove temporary fencing installed to gain access), weekly disinfectant cleans of main town centers and mowing of sports fields, high use parks and areas where there is a genuine HAS and fire risks continued.

Kerikeri Skate park required additional measures to prevent people from removing the temporary fencing.



Kerikeri Domain skate park – new and improved temporary fence

Kerikeri Domain – The grass where the Pavilion was situated has come away well and the seeding programme a success. The additional area is being maintained by Recreation Services.



Kerikeri Domain - Grassed area where the Kerikeri Pavilion was located

Ti Point, Waitangi –Discussions have started in terms of finding a solution concerning the placement of a container he Ti Point, Waitangi. A Proposal has been made that the container will house his Taimai Tour operation going forward.

Encroachments – A number continue to be addressed concerning the ‘private’ use of public property by individuals where complaints have been received including a number of legacy issues.

Boulders were installed at the beginning of April to stop vehicles entering Parkdale Reserve, Kaitaia. No further complaints have been received.

Cemeteries

COVID-19 again had a huge impact on cemeteries and how burials were to be held with minimal numbers permitted at gravesides. This placed a lot of pressure on the Funeral Directors and our grave diggers. Thankfully there were only a few burials in April and none caused any unnecessary concern.

Plans can now be considered concerning the need to extend the Kerikeri Cemetery to increase the number of burial plots.

Positive feedback was received from the BOI – Whangaroa Community Board on May 12 in relation to the relocation an unused flagpole from the Russell Cemetery into the Kerikeri Domain carried out in April.

Unfortunately, due to the lockdown, all ANZAC Day services were cancelled. It is proposed that later in the year, an ANZAC service in conjunction with another RSA commemorative date will be held on the Kerikeri Domain.

However, questions were raised as to whether or not correct Tikanga practices were followed when the flagpole was removed from the Russell Cemetery in order to remove “Tapu”

Enquires are currently being made with the Russell RSA asking if they carried out a blessing prior to the flagpole’s removal.



Kerikeri Domain – new flagpole location

Public Toilets

COVID-19– All with an exception of the Hundertwasser, Houhora campground and Lilly Pond toilets near Puketona remained closed.

Kaimaumau Toilets – External Doors to the toilets were installed on the last days of April. (The first days of moving into Level 3). The refurbishment of the Kaimaumau toilets is now completed.

Melba Street toilet / shower and office facility housed Dr Lance O’Sullivan’s mobile COVID testing station.

Kaitiaki Rangers 2019/2020

Due to COVID-19 lockdown, all works were closed although MBIE did allow for the Rangers to extend their duties to include assisting with food parcels preparation and delivery duties, where it could be done safely. The final report is due Friday 15 May.

It appears at this stage, the Rangers programme was again extremely successful however, due to the early end of the programme, a portion of the funding received will be returned. The final amount is yet to be determined.

It must be acknowledged at this stage the valuable work and ongoing contribution by the Department of Conversation and local hapu / Iwi in the Te Hiku ward that make this programme so successful.

Project Delivery

Southern Animal Shelter

Project Phase: Construction

Status Item	Current Status	Prior Status	Summary
Overall Project Status	Red	Red	Designer carried out site visit on 4 th May 2020, design is expected in June.
Scope	Red	Red	Scope of works agreed.
Schedule	Red	Red	A new schedule of works drafted.
Cost	Red	Red	Unlikely the allocated budget will meet the upgrade of the current kennels in compliance with Animal Welfare Act.
Project Risk	Red	Red	Budget, weather, contractor and material availability due to COVID19 lockdown.

Northern Animal Shelter

Project Phase: Construction

Status Item	Current Status	Prior Status	Summary
Overall Project Status	Red	Red	New design plans received, amended Electrical Report, Engineers Report, Geotechnical Report and Fire Safety Reports expected by the end of May 2020.
Scope	Red	Red	Scope has been decided.
Schedule	Red	Red	Schedule of works has been drafted.
Cost	Red	Red	Scope of project has been defined.
Project Risk	Red	Red	Weather, contractor and material availability due to COVID19 crisis.

Rawene-Omanaia Water Treatment Plant

Project Phase: Construction

Status Item	Current Status	Prior Status	Summary
Overall Project Status	Green	Green	Final commissioning was put on hold due to water shortage. The new plant is not 'online' yet.
Scope	Green	Green	Snag list of items identified by the operations team have been resolved.
Schedule	Green	Green	Project complete.
Cost	Green	Green	Final cost on budget/forecast.
Project Risk	Green	Green	No project risks.

Paihia WWTP Upgrade

Project Phase: Construction

Status Item	Current Status	Prior Status	Summary
Overall Project Status	Green	Green	Construction is 99% complete. PC Certificate has been issued and only minor defects remaining to close out.
Scope	Green	Green	Design and Construct an in pond biological system for ammonia reduction to meet conditions of the resource consent, with no major changes.
Schedule	Green	Green	New project schedule to be drafted to cover ammonia works
Cost	Green	Green	Project remains within Projected Budget
Project Risk	Green	Green	Alkalinity adjustment – Will be completed as a separate project due to value. Application has also been prepared for PGF

TIF Toilets

Project Phase: Design/Consents

Status Item	Current Status	Prior Status	Summary
Overall Project Status	Amber	Green	Mitimiti: Construction is underway again under level 3 restrictions. Expect programme delays caused by supply chain disruption.
	Amber	Green	Opononi: Project is expected go out to Tender in May 2020 as part of a combined Tender with Memorial Park Toilets. QS has met budget expectations. Covid 19 has delayed loading of tender on GETS.
	Amber	Amber	Waitangi: After long delays agreeing design & location with Waitangi Trust, we have agreed on both aspects and the agreed Ground Lease Agreements are ready for signing. FNDC has signed leases and our legal team has forwarded these to Waitangi Trusts Lawyers for completion.
	Amber	Amber	Haruru Falls: After long delays agreeing design & location with Waitangi Trust, we have agreed on both aspects and the agreed Ground Lease Agreements are ready for signing. FNDC has signed leases and our legal team has forwarded these to Waitangi Trusts Lawyers for completion.
Scope	Green	Green	<p>Waitangi: New design submitted to Waitangi Trust has been agreed and a location determined, this needs formal lease in place.</p> <p>Mitimiti: Reduced scope required, cold showers instead of gas hot water to bring price in line with budget.</p> <p>Opononi: Scope is clear and defined.</p> <p>Haruru: Scope is clear but reduced, the cost to get power to site is excessive and so we will alter build to include more natural light .</p>
Schedule	Amber	Green	Projects currently tracking behind programme due to consultation and legal agreement delays. An extension of time has been granted from MBIE until Dec 2020, COVID 19 is also playing its part in the programme delays.
Cost	Amber	Green	Mitimiti Costings are over budget, scope reduction to bring inline. Other builds have not been priced yet, QS for Opononi came in this month and is in line with budget.
Project Risk	Amber	Green	Covid 19 will cause large delays to all programmes of work and add potential cost to in flight projects if compliance to COVID 19 comes into play to keep work underway.

Kawakawa WTP Structural Repairs

Project Phase: Delivery

Status Item	Current Status	Prior Status	Summary
Overall Project Status	Green	Amber	A Compliance audit of the water treatment Plant took place in December 2019. The audit established that the plant was non-compliant to the regulations. Temporary emergency works were put in place by FNW to keep the plant operational. FNW to resume with the compliance works during May.
Scope	Green	Green	A design and scope for the compliance work has been provided by FNW.
Schedule	Green	Amber	Revised schedule provided by FNW. Physical works planned to start during May.
Cost	Green	Amber	The emergency and compliance work to completion has been estimated to cost \$252K. Additional funding has been made available and should be sufficient to cover the costs associated with the remainder of the works.
Project Risk	Amber	Red	The Covid-19 pandemic will possibly have an impact on the project schedule, resources and materials required to complete. Controls have been put in place to try and mitigate these risks.

Opononi New Water Source – Smoothy Road Bore

Project Phase: Pre-Implementation of Stage 2

Status Item	Current Status	Prior Status	Summary
Overall Project Status	Amber	Green	Due to FNW/BSL staff working on an emergency job on another site, the start was delayed. In addition, the farmer gave permission to enter site from the 4 th May '20 to commence works, which FNW/BSL are preparing for.
Scope	Green	Green	No changes in scope, but additional staging of the project.
Schedule	Amber	Green	Commencement of works: 4 th May '20, expected completion: 29 th May '20
Cost	Green	Green	Cost of project is unlikely to exceed current budget.
Project Risk	Amber	Amber	Ongoing negotiations with the landowner but received a positive and willing response from the landowner to sign off easement and land purchase agreements.

Kaitia Water – Sweetwater Bore and Pipeline

Project Phase: Procurement

Status Item	Current Status	Prior Status	Summary
Overall Project Status	Green	Green	Project progressing on target on assumption that Crown funding will be granted.
Scope	Green	Green	Scope understood for this stage of project.
Schedule	Green	Green	Schedule acceptable for this stage of project. Likely to be updated as scope and delivery strategy confirmed
Cost	Red	Amber	Cost estimate updated to \$16.7M vs. allocation in LTP of \$11.3M. Crown funding applied for via Shovel Ready projects.
Project Risk	Amber	Amber	Property and Easements

Kerikeri WWTP

Project Phase: WWTP Construction

Status Item	Current Status	Prior Status	Summary
Overall Project Status	Red	Red	Current completion of WWTP construction programme is expected for late September 2020. Reticulation completion anticipated by January 2021.
Scope	Red	Red	Scope creep from design issues due to awarding contract without "IFC" drawings, and a recent essential revisit of the HAZOP for the new site.
Schedule	Red	Red	Design discrepancies and resolution of compliance and health and safety issues identified in HAZOP have significant schedule implications.
Cost	Red	Red	Design discrepancies and resolution of compliance and health and safety issues identified in HAZOP have significant cost implications.
Project Risk	Red	Red	Schedule extensions and cost increases. Area of Benefit pipework damage discovery during commissioning.

Kaitia Awanui Intake Improvements

Project Phase: Work in Progress

Status Item	Current Status	Prior Status	Summary
Overall Project	Green	Green	Construction started on 7 of January 2020. Construction is 85% complete.
Scope	Green	Green	Installation of dual pump system at the Awanui Intake.
Schedule	Green	Green	Project is out of schedule due to the drought resilience projects and COVID-19 pandemic.
Cost	Amber	Amber	Project remains within Projected Budget
Project Risk	Red	Red	Entails closing off the Awanui supply for a few hours

Proctor Library HVAC System

Project Phase: Work in Progress

Status Item	Current Status	Prior Status	Summary
Overall Project Status	Green	Green	Construction started in March this year and was interrupted by the Covid 19 lock down. Works resumed when we reached level 3 restrictions and the physical works are now practically complete but the commissioning of the HVAC units will not be carried out until 28 May, due to the availability of the HVAC Unit suppliers.
Scope	Green	Green	Installation of a new air conditioning system, as designed by MEPS.
Schedule	Green	Green	Project is late in delivery due to the COVID-19 pandemic restrictions.
Cost	Green	Green	Project remains within current contract value and the budget
Project Risk	Green	Green	There are no further project risks other than risk of failure to successfully commission the system which is minimal

Solid Waste

FNDC Solid Waste Services

Solid waste services expanded as we moved down to level 3 restrictions. Refuse Transfer stations remained open to specific hours under COVID-19 level 3 protocols:

- Vehicle and customer numbers will be restricted
- Social distancing applies
- No assistance can be provided by attendants
- Contact tracking is required (vehicle registrations are recorded)
- Limited cash handling – use of EFTPOS where available encouraged.
- Adhere to Government PPE and hygiene guidelines

Recycling services were suspended as these items require manual handling and sorting which put staff at a greater risk of being exposed to the COVID-19 virus.

For this reason, all Community Recycling Centres remain closed as these facilities are mainly unstaffed, resulting in higher contamination rates and the need for increased sorting manually before being processed / on-sold.

Kerbside rubbish collections continued as normal. Kerbside recycling was suspended.

Solid Waste Contracts

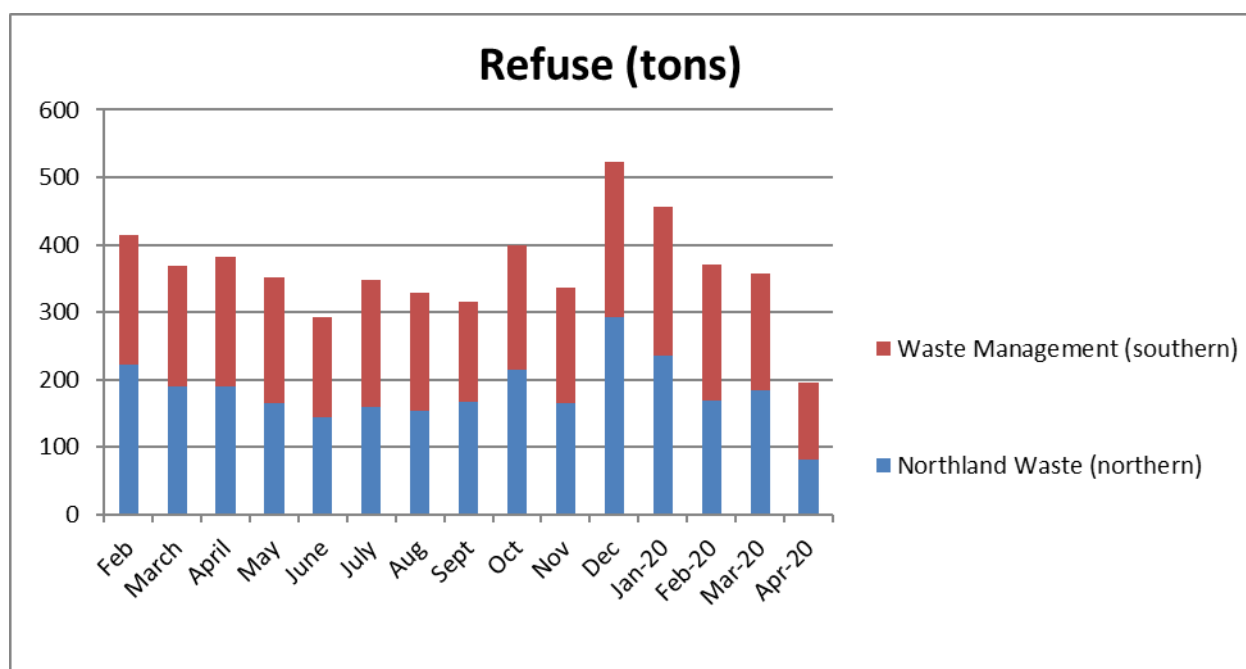
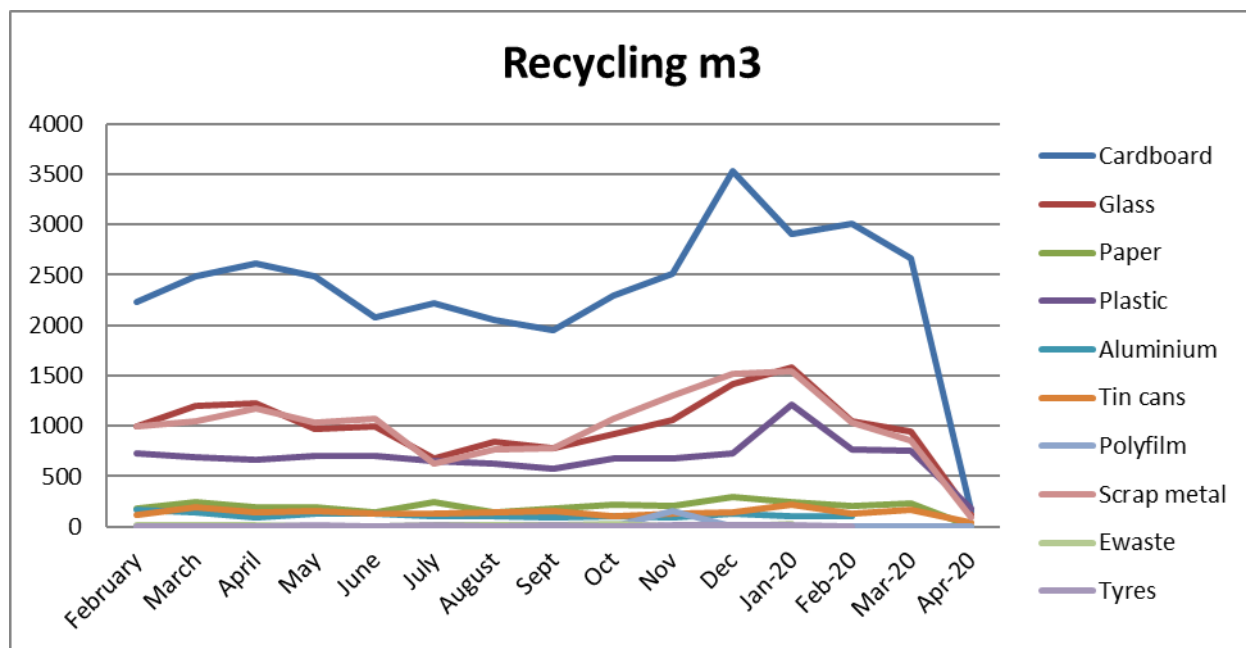
Meetings have been held with all four contractors who deliver solid waste services to FNDC to discuss extending these contracts to align with the proposed expiry date of October 2022. Initial discussions have been positive overall but some changes to rates have been requested.

Standardisation of Kerbside Recycling Services

The Ministry for the Environment in partnership with WasteMINZ organised regional meetings throughout the country to discuss the standardisation of kerbside recycling services. This includes both the collection methodology and the range of materials accepted. These meetings included input from Central Government, Councils, waste companies, recycling processors and manufacturers who use the material.

Standardisation of recycling services would reduce confusion to people moving around the country and would make nationwide publicity campaigns possible. There is still a long way to go with this due to variations of population densities, geographic features, distances to market and a range of other variables which influence the efficiency of various collection methods. There are also the conflicting priorities of the public who want ease of service with the recycling buyers who want quality product.

Solid Waste Statistics for March



Civil Defence Emergency Management

National Emergency Management Agency

- On 13 May 2020 changes to the Civil Defence Emergency Management Act 2002 (CDEM Act) were made to ensure a nationally consistent approach to the response to and management of risks arising from COVID-19, and to better deal with concurrent emergencies during COVID-19. These changes are in place until up to 12 May 2022 (two years from commencement of the COVID-19 Public Health response Act 2020), unless revoked earlier
- A National Transition Period is now in place for all New Zealand owing to the impacts of COVID-19. The National Transition Period came into force at 12.21pm on Wednesday 13 May 2020 – the point at which the state of national emergency expired. The transition period will remain in place for 90 days unless extended or terminated earlier. The National Transition Period does not change the COVID-19 Alert Level.
- A COVID-19 Public Health Response Bill was introduced into the House of Representatives under urgency on 12 May and became law on 13 May. The Bill establishes standalone legislation that provides a different legal framework for responding to COVID-19 over the next 2 years or until COVID-19 is sooner brought under control

Regional and Local

COVID-19

- The Northland CDEM Group Emergency Coordination Centre established to manage the northland drought response on Monday 3 February, has continued to be fully staffed throughout the period of the Covid19 lockdown to manage the overall regional multi-agency response to both events. I.e.; Northland drought and Covid19. There are currently 38 staff working directly within the Northland Emergency Coordination Centre (ECC) CIMS structure liaising with the wider response network. Ongoing continuity of staff for response activities is being managed with a number of staff required to work remotely for the past eight weeks. It is anticipated that staff numbers will reduce each week with the transition to Alert Level 2 of the Covid19 response.
- At the directive of the National Emergency Management Agency, Civil Defence Groups were required to establish with urgency an 0800-phone number to be staffed 24/7 until further notice to receive and action requests for support for household goods and services from the public. This has been undertaken and staffed by the Whangarei District Council on behalf of the Northland CDEM Group but will likely be managed by the Northland Regional Council moving forward in Level 2. Food is the largest need required in the region and accommodation and financial support next.
- The Northland CDEM Group have developed and established a regional funding model to allocate funds to community organisations who undertake the provision of emergency household goods and services in Northland during the COVID-19 response. The funding is supplied through the \$30 million appropriation established for local authorities and CDEM Groups. CDEM Groups in New Zealand do not directly receive central government funding. Funds used by CDEM Groups to meet the needs of the community are from Council contributions to CDEM Groups through district rates. Funds used for meeting the needs of the community during a civil defence emergency go through a central government claims process for reimbursement. For the approval and reimbursement of these expenses to a CDEM Group, the reason for the expenditure must meet a strict criterion set by central government. If expenses are not approved and reimbursed, the CDEM Group must absorb these costs into its operating budget provided by the councils in its region.

An invitation to apply to the fund was disseminated to CDEM key stakeholders, welfare agencies and known community service providers. The funding application can be accessed through the email invitation and is a simple online form. The process for applications to be assessed and receive funding has a targeted two working day turn around to ensure welfare operations can be supported and continue uninterrupted.

Northland Drought

- While the drought situation initially impacted and threatened the urban reticulated water supplies in Kaitia, Kaikohe and Rawene, very low rainfall of any significance since September is still impacting on continuity of supply for the rural Far North and North Hokianga communities. These areas have continued to require deliveries of bulk and bottled water for emergency supply.
- The response to COVID-19 has in some ways taken the focus away from the ongoing effects of the drought situation but has also added to the challenges of maintaining enough potable water in tanks for rural households. The COVID-19 lockdown resulted in hundreds of whanau returning to family homes from the cities and elsewhere increasing household numbers in multiple dwellings across wider northland from two up to fifteen or more persons, placing strain on already compromised tank water supply.
- Total emergency water tank fills for the Far North District (as of the writing of this report) is 219 which equates to 84% for the total deliveries across the northland region.