



**Far North
District Council**

Chief Executive Officer's Report to Council

Period: 1 May 2020 – 30 June 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 May 2020 – 30 June 2020.

Welcome to the latest summary report of Council activities

Introduction from Shaun Clarke, Chief Executive

This report covers the period from 1 May-30 June, during which the focus continued to be on delivery of business as usual alongside managing the effects of both drought and COVID-19, while also making extraordinary efforts in short notice bidding rounds for extra government 'recovery funding'.

At the beginning of this reporting period, New Zealand (NZ) was still on Alert Level three, and it was only on 14 May that it moved to Alert Level two. Under Alert Level two, retail opened again as well as schools, tertiary institutes, bars and restaurants. On 6 June, NZ moved to Alert Level one, and the focus moved from 'crisis response' to 'crisis recovery'.

Unlike many organisations, the Far North District Council (FNDC) did not bring all staff back to the office immediately. We engaged with staff to understand what benefits there were from working from home or in the office and received feedback that there were definite benefits in reviewing Council's operating model to enable some flexibility for working from home. This was the genesis of 'Creating & Enabling Great Workplaces', a progressive and collaborative effort with leaders and staff to define the operating model for Council.

We continued with a 'digital first' philosophy, and in the 30-day period to the 13th of May, we collectively sent 51,323 chat messages on Microsoft Teams, held 3,088 meeting participations on Teams, conducted 4,595 one-to-one phone calls on Teams and 258 group phone calls. We also held our first livestreamed Council meeting, and digitally enabled Community Boards to meet digitally. It was imperative to keep Elected Members informed of activities, so situational awareness reports moved from daily to weekly and The Weekender was introduced. As we moved out of the immediate COVID response we also had to re-establish our Council and Committee meeting operating rhythm. And it was during this time the Big Ideas Lab was launched, providing a further governance forum – this one shaped to elicit progressive and innovative thinking from Elected Members under staff facilitation.

These extraordinary times have seen extraordinary funding opportunities presented from central government. Staff worked closely with elected members and community groups to submit six Innovating Streets applications (a \$7 million New Zealand Transport Agency fund focused on tactical urbanism and helping Councils create more people-friendly spaces in our towns). Government also introduced a 'vests and tools' fund, and community-led submissions were made for over 100 individual projects, supported by staff and Elected Members. The Te Tai Tokerau worker redeployment package, led by the Northland Transportation Alliance, was finalized with \$2.21 million allocated to the Far North for parks vegetation clearance. In total, over \$370m of bids were submitted through FNDC in five rounds of various 'recovery funding' opportunities.

Drought measures were still in place during this period. The District Health Board signed off the treatment measures for Lake Omapere water as a source for Kaikohe, effectively providing a new back-up water supply, thanks to funding from the PGF and good work done by staff in negotiation with Iwi Trusts. It was only near the end of this reporting period that plans to remove temporary water supply equipment was cleared, with the relaxation of water restrictions after increased rainfall.

Recovery from both drought and COVID-19 was a focus regionally, with FNDCs jointly managed Regional Civil Defence playing a significant role. As Civil Defence completed its role and emergency conditions were lifted, other agencies gained ascendancy. An interim Regional Skills Leadership Group (iRSLG) was announced for Northland by MBIE. The remit is to identify and support better ways of meeting future skills and workforce needs in our region, and CEO FNDC was included in that group. Supporting recovery was a focus for Annual Plan hearings and workshops and on 30 June Council adopted the Annual Plan for 2020/21. Planning of Long Term Plan workshops

continued during this period.

Managing the wellbeing of people, including staff, during this period was paramount and it was pleasing to see that 90% of staff were happy with the leadership shown during this period. The approach of Prime Minister Jacinda Ardern – ‘be kind to each other’ – was front of mind through the period. It was during this reporting period we unexpectedly lost a long-standing staff member. Our condolences remain with Marion Reihana’s friends and whanau. In looking after our people, we took the opportunity to acknowledge the extraordinary efforts of nine staff members through the ‘Love Your Work’ Awards. In particular recognition, we acknowledge the work done by the Crisis Response Team and Crisis Management Team in responding to drought and COVID-19; both of these groups disbanded 29 May.

It was pleasing the welfare efforts of staff and Elected Members in assisting Te Hau Ora o Ngāpuhi and the Salvation Army during COVID-19 were acknowledged. The thank you email from the Mayor on behalf of Councilors and Community Boards to staff members for supporting people through the drought and COVID-19 pandemic was also appreciated.

Achievements during this reporting period include:

- The purchase of land at Waipapa for a sports field was finalised 1 May; the culmination of years of work as Council identified the need for more sports fields as far back as 2012
- Launching the ‘Nothing But Net’ digital strategy campaign with the public
- Having CouncilMark select the Far North District Council for a case study on how its programme can result in transformative change (yet to be published)
- Making a submission on the Whenua Rating Bill
- The introduction of a 90-day digital onboarding programme for all new starters at FNDC (called ‘Smart Start’ in Mariner 7)
- Gaining Councillor feedback on the Far North 2100 strategy using a ‘digital lounge’
- Adoption of a Far North District Council Climate Change Roadmap

The impact of COVID-19 and drought during this reporting period is reflected in operational performance:

- 7.52% decrease in calls to the Contact Centre
- 28.23% increase in the number of AskUs emails
- 5.42% decrease in the number of Building Inspection bookings
- 49.9% decrease in i-Site visitor numbers
- 16.3% decrease in i-Site retail revenue
- 64.3% decrease in i-Site transaction spend
- 52.8% decrease in libraries transaction numbers
- 1.6% increase in ebook and audiobook downloads
- 52.8% increase in library website sessions

Also of note:

- 552 animal management requests for service were received, an increase of more than 200 requests from the previous two months (which were lower than usual given the national lockdown restrictions)
- 47 dogs were impounded, 2 dogs rehomed, 10 dogs were transferred to rescue groups for rehoming and 14 dogs were claimed by their owners
- 5 infringements were issued to dog owners for offences
- 62 environmental health and monitoring compliance verifications scheduled and completed
- 65 swimming pools inspections with a 35% fail rate
- 152 RFSs were received by Building Compliance, 136 RFSs (89%) were closed
- 20 Notices to Fix were issued for breaches of the Building Act

- 18 Infringements were issued for building-related breaches
- 127 Resource Consent applications received; 30 more applications compared with the March-April period
- 78% of Resource Consents processed within statutory timeframes in May and 86% in June 2020
- 272 Building Consents were received; 194 Building Consents issued during the same period
- 93.5% of Building Consents were issued within the legislative time frame of twenty working days
- Fullers BOI have taken over the operation of the Hokianga Ferry from 1 May

Overall, the reporting period was characterised by: extraordinary efforts to minimise the impacts of drought and COVID-19 'lockdown'; extra work to preserve the situational awareness and decision making of Elected Members through the crises; careful management of remote working staff in a way to maximised FNDC outputs, preserved essential services and met health and safety obligations; and all peppered with periods of extraordinary activity bidding into rounds of recovery funding.

Governance

Local Body Elections

Member Lawrie Atkinson (Te Hiku Community Board) resigned his position on 18 June 2020 due to health reasons. Member Atkinson made a huge contribution to Te Hiku over the years, with a particular focus on the Karikari Peninsular and Awanui communities. Council thanks him for the dedication he has shown to our Te Hiku community.

A by-election is now underway for the vacant seat in the Whatuwhiwhi subdivision with nominations closing on the 22 July.

Digital Enablement

It is widely recognised that in terms of technology development that FNDC has performed in an exemplary fashion during the lockdown period. Their ability to raise our 'digital game' was driven by previous decisions to undertake a server and network upgrade. This in turn provided council with Office 365 and MS Teams. Most observers would acknowledge that in terms of a communications platform that what we have at FNDC is significantly better than that of many/most other councils.

Council meetings have had a number of firsts – we had our first meetings by MS Teams, our first livestreaming, and also developed a hybrid model which allowed both face to face meetings with those unable to attend the meeting being digitally enabled and thus able to take part.

The temporary amendment to legislation was extended at the end of June until September to continue enabling virtual attendance at formal meetings. Council have agreed however to return to the Council Chamber to hold the meetings as scheduled earlier in the calendar year. Meetings held in the Council Chamber will continue to be livestreamed on YouTube to enable transparency with the public.

Community Boards were set up with Microsoft Teams and held virtual meetings during the month of June. Committees continued to hold informal discussions to receive operational updates instead of formal decision-making meetings.

A face to face workshop is being scheduled to deploy LGHub to members and encourage the Mayor and Councillors to fully maximise the opportunities that the iPads provide.

Elected Member feedback

The Democracy Services Team have worked closely with their colleagues in IT to ensure Elected Members were fully supported during the lockdown period. New ways of working were trialed by the team and informal feedback from Members is that they have been pleased with the support from Democracy Services during that remote working period.

Democracy Services issued two surveys in June to elected members seeking feedback on:

- Induction Programme and
- Quality of Advice (CEO KPI 2.6.1)

There were ten responses received in relation to the **Induction Programme**, from 29 members invited to participate. Early indications show that Councillors were generally satisfied with the induction programme (six respondees). Of the four respondees for Community Boards, there was a view there is more work to be done to support them in the early stages of being elected. This feedback will be considered ahead of the 2022 local body elections.

There were four responses received in relation to the **Quality of Advice** survey, from 29 members invited to participate. This will be reported through the CEO KPI report.

Workshops

The following workshops with Elected Members were held during May and June 2020:

- 5 May Strategy and Policy Committee Workshop
- 6 May Annual Plan Workshop
- 8 May Regulatory Compliance Committee Workshop
- 8 May Assurance Risk and Finance Committee Workshop
- 13 May Far North Holdings Limited Workshop
- 14 May Infrastructure Committee Workshop
- 3 June Annual Plan Workshop
- 11 June FN2100 Workshop
- 16 June Strategy and Policy Committee Workshop
- 16 June Regulatory Compliance Committee Workshop
- 17 June Infrastructure Committee Workshop
- 24 June Māori Ward, Voting Options and Representative Review Workshop

CEO Office

People and Capability

End of Year Reviews

End of year reviews are being completed by all staff for FY 19/20. Performance against agreed KPIs for the financial year have been affected by staff who have been assigned to the Drought and COVID-19 response teams. People leaders are recognising the significant contribution made by the staff assigned to these teams and are including this in their end of year performance conversations. Mandatory KPIs for the critical areas of Leadership; Health, Safety and Wellbeing and Customer Experience have been revised to closer reflect performance requirements within these disciplines.

Smart Start Onboarding – The First 90 Days

All new starters with FNDC are now engaging with the Smart Start programme in Mariner 7. This programme sets onboarding related KPIs, progress meetings and learning modules. The aim is to support new employees with their engagement in the first 90 days as an employee of FNDC. All progress meeting with their manager are recorded and performance against the generic onboarding KPIs keeps this critical period of integration right on track. Appropriate learning resources such as the 'How Local Government Works' eLearning are available within the Smart Start 90-day development plan.

Infrastructure and Asset Management Group

Small reshuffle in the IAMS team that has resulted in a Team Leader – 3 Waters being disestablished (this position was vacant) and a new Team Leader – Engineering position that is awaiting to be job sized and then recruited.

Strategic Planning and Policy Group

Started the recruitment campaign for three vacant positions.

Corporate Services Group

The Manager – Transformation & Assurance commenced. A realignment has seen the Project Management team transfer across into this department from District Administration.

The Manager – District Administration has undertaken responsibility for the Sustainable Procurement Project for a four-month period. This has resulted in the Democracy Services team temporarily reporting to the Transformation & Assurance department, under the Manager – Project Management, during this time.

District Services Group

District Services Group lost a long serving member of staff, Marion Reihana, Team Leader – Building Consents Support. Marion passed away unexpectedly and our thoughts are with her family and friends at this sad time. The Employee Assistance Programme was offered to staff, with sessions organised at the John Butler Centre for those staff affected by Marion's loss.

Employee Reference Group

The Employee Reference Group (ERG), an advocacy group for staff on individual employment agreements, has been reinvigorated by new members joining the group. The ERG is an internal focus group that liaises with the Strategic Leadership Team on organisational initiatives.

Health, Safety & Wellbeing (HSW)

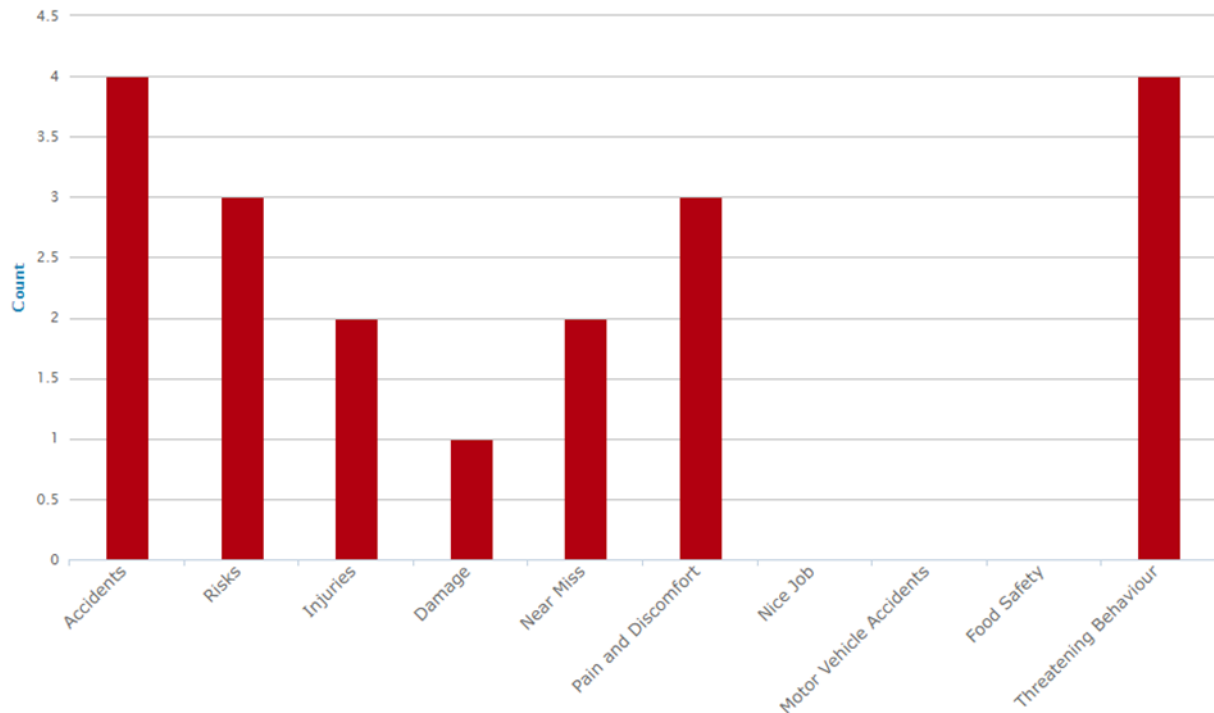
Summary of Activities

- Further re-supply of COVID-19 pandemic personal protective equipment and office hygiene items to staff who continued to work in the field or transition back to reduced office work throughout the reporting period.
- HSW Support to CRT ended on 29 May 2020, with the CRT stood down from operational focus.
- HSW support to Creating & Enabling Great Workplaces, with coordination of ergonomic furniture to remote working staff.
- Flu vaccinations were completed for just under 100 staff, with sessions well attended in Kaikohe and Kerikeri.
- H&S inspections undertake at the Te Hononga Centre, Kawakawa while under final construction. The areas of improvement identified will be provided to Far North Holdings Ltd in July.
- Vehicle GPS and Lone Worker Safety Solutions Project recommenced after being placed on hold due to COVID-19 Pandemic, all ten tenders were placed on three-month extension.

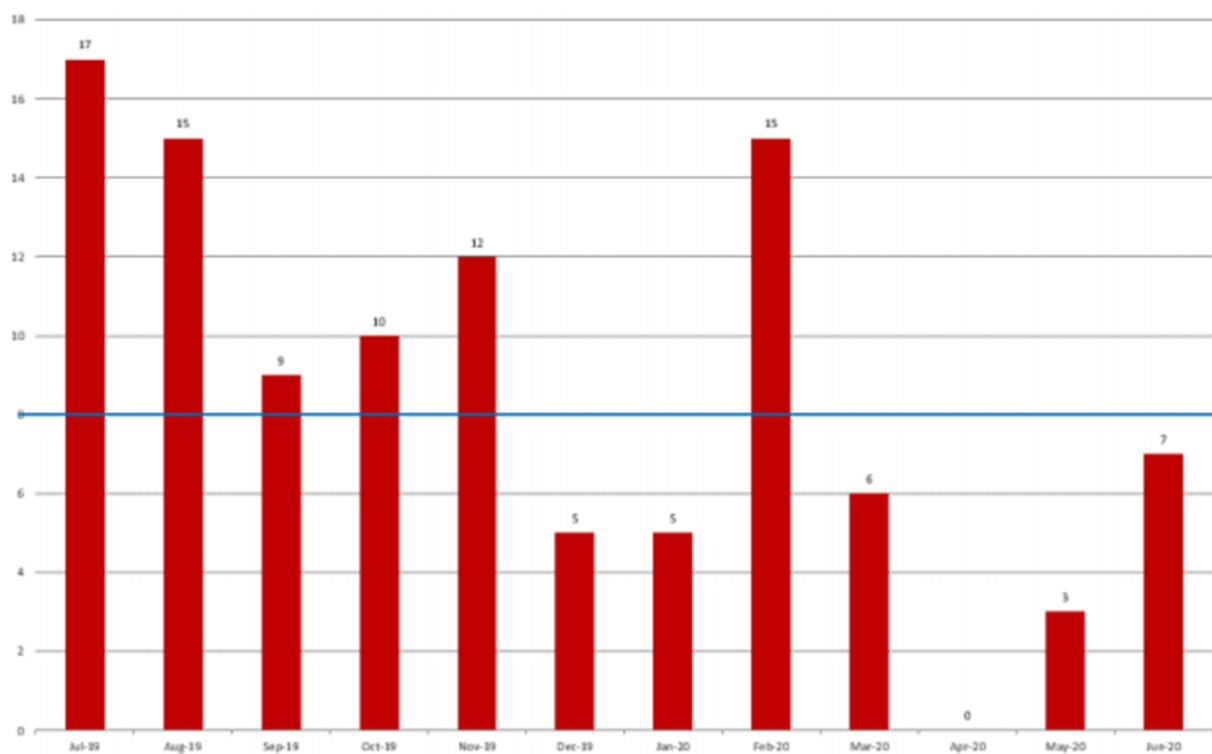
PeopleSafe Stories Types during the reporting period

Far North District Council

Stories Report Summary



PeopleSafe Events/Incidents –Rolling 12 months to Date



During the two-month reporting period there were 13 PeopleSafe incidents/events told, covering 19 story types. The average number of incidents per month has continued to drop and sits at 8 incidents/month due to the nil reporting of incidents in April. With staff returning to pre COVID-19 lockdown roles, reporting has increased compared to the last reporting period it should be noted.

Staffing, Salaries and Training

Current Staffing Levels

Actual Full Time Equivalent (FTE) at 30 June 2020	Annual Plan Establishment (FTE)
339.75	377

Salaries and Training 2019-2020

Financial Performance as at 30 June 2020	YTD Actual	YTD Budget	YTD Actual vs Budget	Annual Budget
Salary Costs	\$28,713,440	\$29,610,284	\$896,844	\$29,610,284
Training Costs	\$371,956	\$921,864	\$549,908	\$921,864
Trainings as a % of Salaries (Sector average is 4%)	1.3%			3.1%

Vacancies

As at 30 June 2020 FNDC held the following vacancies: (On Hold – reasons various, noted the undertaking of functional reviews of many positions has had an impact on this number)

Department	Vacancies currently being Advertised/Pending (FTE)	FTE on Hold or Available
CEO/Communications/People & Capabilities	1	1
Corporate Services	2	0
District Services	3	16.85
Infrastructure & Asset Management/NTA	2	6
Strategic Planning & Policy	5	1
FNDC TOTAL (FTE) * includes part time & full time permanent staff	13	24.85

Communications

Raising community awareness of the drought's impact on water supplies and the Council's response to COVID-19 remained the Communication Team's focus in May and June. Key outputs included:

- Seventeen media releases. Seven of these were about Council's response to the drought, including water restrictions. The rest were about:
 - The *Nothing But Net* survey which sought public feedback for a digital strategy
 - The purchase of land at Waipapa for sports fields
 - A proposal to lease land at Karikari Peninsula to Fire & Emergency NZ
 - Opportunities for communities to host 'fan zones' during the America's Cup
 - Annual Plan deliberations
 - The adoption of new speed limits for the Kaeo, Waipapa, Waimate North area
 - The Council's representation on LGNZ's Young Elected Members Committee
 - A community board by-election in Te Hiku Ward
 - New footpaths the Council built in 2019/20
- Eight mayoral blogs/newspaper columns about the district's recovery from COVID-19, the drought, rates, property revaluations and the Council's achievements in 2019/20.
- Four full-page newspaper adverts about the water restrictions, Council services during COVID-19 and the Annual Plan.
- Two news updates about water shortages in Kaikohe for the Kaikohe Business Association.
- Forty-one Facebook posts, helping to increase the number of people who 'like' the Council's Facebook page to 5,417.
- 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.
- Nine briefings about water shortages and COVID-19 for elected members.
- Three editions of *The Weekender*, a weekly summary of key Council achievements and economic recovery news.
- Regular Chief Executive communications to staff.
- Organising the Council's Annual Resident Opinion Survey, which is undertaken by Key Research and audited by Audit New Zealand.

Strategy

Planning

Annual Plan

The Annual Plan for 2020/21 was adopted by Council on 30 June 2020 following decision-making at a formal Council meeting on 5 June where several non-significant changes were resolved

Long Term Plan (LTP)

Despite the lockdown during this period work on the LTP continued. Unfortunately, planned Council workshops and community engagement had to be delayed and have been re-planned to accelerate the work programme within the shorter timeframe. The plan is for audit readiness to be achieved by mid-December. Audit activities will begin in the New Year with formal adoption of a consultation document and supporting information for formal community consultation towards the end of March 2021. Other related future facing work such as Far North 2100, Climate Change and the District Plan, also impacted by COVID-19 have been re-aligned.

Revenue Review

The Revenue Review process stalled as a result of COVID-19 and has been re-planned as part of the Long Term Plan. Workshops begin again in early July 2020 with re-discussion on the scenarios left on the table at the last workshop that occurred a few days before lockdown. 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 Long Term Plan and other future facing initiatives.

Strategy Development, Bylaws and Policies

Far North 2100 District Strategy

Staff continued to develop a list of transformation opportunities in a Microsoft SharePoint Far North 2100 website through May and early June. This website was tested with the Strategy and Policy managers before being presented to the Elected Members in an online training session on 11 June 2020. The Elected Members were given just over a week to provide feedback via the site which they have done.

Staff are now preparing to run a training session on the Microsoft SharePoint Far North 2100 website with the combined community boards and are planning for the following:

- workshops with iwi/hapū partners that will utilise a live illustration method to develop objectives and strategic opportunities
- the development of draft Far North 2100 Strategy to be endorsed by iwi/ hapū prior to public consultation
- public consultation on a draft Far North 2100 Strategy

Transport Strategy

Version Two of a combined draft Integrated Transport Strategy, Integrated Transport Plan and Programme Business Case is currently undergoing review internally and by Waka Kotahi in advance of a submission to the draft Regional Land Transport Plan. This will be incorporated into the Infrastructure Strategy which is scheduled to be completed in December 2020. In alignment with the LTP programme of work, the document will be released to Elected Members prior to the LTP workshop on 4 August 2020.

Climate Change

On 7 May 2020 Council adopted the Far North District Council Climate Change Roadmap. The roadmap contains the following four goals for climate change:

1. Council reduces its own greenhouse gas emissions in line with the Government's national emission reduction targets or better
2. Council supports the businesses and communities of the Far North towards a Carbon Zero 2050
3. Council future-proofs its resources, assets and services from the risks of climate change
4. Council works with the communities of the Far North to prepare for and adapt to the impacts of climate change.

Staff, alongside colleagues from across the four Northland Councils are working towards the execution of the initiatives and actions that are contained in the Climate Change Roadmap.

Staff are working with the Northland councils on the Climate Change Adaptation Plan for Northland, with ongoing meetings and workshops being undertaken throughout the year as this plan is advanced.

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.

A trust has been formed to progress the project towards consenting and construction. Far North District Council are in the process of reviewing the revised funding agreement and to submit the co-funding contribution to the trust.

Bylaw Programme

On 21 May 2020 Council made the following resolutions that have advanced the bylaw work programme:

- Council confirmed the new speed limits for the Okaihau-Kaeo-Waimate North Review area.
- Council agreed that a bylaw was required for;
 - Council controlled parks and reserves
 - Trading in public places
 - Vehicle crossings

Staff are now developing statements of proposals and draft bylaws for the above. These will be brought to Council for approval to go out for public consultation in accordance with the requirements of the Local Government Act.

As per the Bylaw work programme staff have started the planning and research on the following bylaws whose review dates have recently come up:

- The Parking and Traffic Control Bylaw – review was due 17 June 2019. The current bylaw will be in place for two more years from this date
- Water Supply Bylaw – review date was 16 October 2019. The current bylaw will be in place for two more years from this date

Staff at the Northland Transport Alliance are now working on the deployment of new speed limit signage on the roads in the Okaihau-Kaeo-Waimate North Review area and are writing a further paper to Council that will make the changes to the Speed Limit Bylaw that reflect the adopted speed limit changes for the Okaihau-Kaeo-Waimate North Review.

Strategic Relationships Survey

Staff are working on re-designing the process by which we solicit and receive feedback from our strategic partners and stakeholders. Staff will be reporting back by the end of the calendar year on progress

Iwi/ Hapū Relationships

The Te Oneroa-a-Tōhē Board (the Board) have continued to meet to further refine a draft Proposed Beach Management Plan. During this time staff facilitated an internal council workshop to provide an overview of the proposed plan and to seek councils' thoughts prior to the Board moving into the final stages of the plan development.

Staff have worked on the drafting of the Whenua Māori Rating Bill submission. The draft submission was presented to the working party of councils and discussed for its merits and clarity prior to being submitted.

Te Hono form part of the team leading the Local Electoral Act electoral options. Specially, staff are leading the Māori Representation review component of the wider review project, participating in workshops and material development to inform council discussion.

Staff have been working hard to process rate remission applications prior to Year End.

Community Wellbeing

Community Development & Funding

A digital strategy has been completed. Co-designed with the community, the 100% online engagement ran over lockdown (1 May 2020 - 15 May 2020) and 118 full and complete responses (i.e. all 9 questions were answered, that is over 1000 individual responses) were submitted over this time. Hundreds more submitted answers to a few questions only or simply 'clicked through' to find out more. In addition to the qualitative data collected through the Nothing But Net online engagement, the Northland Digital Enablement Group's annual Broadband Speed Test Surveys (2016-2020) provides quantitative data on broadband speeds and insight into ongoing infrastructure challenges. The strategy will be tabled at the July 30, 2020 Strategy and Policy Committee.

Applications have been received from 9 community groups interested in hosting formally recognised America's Cup FanZones next March 2021 – these have been forwarded to America's Cup Events for the final decision and staff will work with these groups to ensure a successful outcome.

Staff are working with Plant & Food on food growing production on Māori land. This is a long-term project aimed at putting unused land into production and designing models for multiply owned land and lack of working capital. Starting with the willing and identifying customers on what and how to grow is part of the support work Plant & Food is undertaking.

In response to requests from our communities, applications for both the Events Investment and Infrastructure Grant funds have been extended until 31 July 2020 due to disruptions caused by COVID-19.

Staff are providing support to the Aviation School in Kerikeri which is struggling due to closed borders for international students. The school has 4 students progressing with their studies. It has the capacity to expand but the effects of COVID-19 is limiting their recruitment opportunities.

Community Placemaking

Te Hononga project is progressing toward a September 2020 opening. The internal structural work is well advanced enabling work on the Atea and library fit out to start. Work has started on the carpark and stormwater re-alignment with staff working alongside the Trust and Far North Holdings Limited on developing a solution to the adjoining stormwater outflow into the Waiomio Stream.

Staff are working with the Horeke community on a Community Plan which will help the community build on the success and opportunities presented by the Pou Herenga Tai Cycle trail

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. Federated Farmers and Life Science Network Incorporated withdrew as 247 parties in March. They had supported the lack of regulations and opposed our appeal. Their withdrawal resulted in no other appeal parties supporting the Northland Regional Council's decision. At the 16 June 2020 Northland Regional Council meeting, a resolution was passed to settle the Whangarei and Far North District Council appeal, by agreeing to regulate the use of genetically modified organisms in the coastal marine area.

We are now working with our lawyer and other relevant parties to have the consent order issued (this document specifies the rules that will be included in the Regional Plan). Once the consent order is issued the appeal process will be completed. This outcome has resulted in our appeal being fully successful. It has also reduced the financial cost to Council as the matter did not have to be heard by an Environment Court Judge, nor can any further appeal now be lodged.

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 enough 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.

Economic modelling of demand for industrial and commercial land has been received from the Economic consultancy BERL, allowing the district plan department to evaluate how much and where best to further investigate and promote supply of land for business. This information will now be used to respond to the proposed National Policy Statement – Urban Development, that has been identified to be gazetted on 23 July 2020, as well as the urban environment provisions of the new district plan.

Indigenous Biodiversity Identification and Mapping Project

Central government advised in late June that the National Policy Statement Indigenous Biodiversity (NPS IB) will not be gazetted until April 2021. This means that the policy framework for the new District Plan will be responding to the policy directions of the Northland Regional Council Regional Policy Statement. Staged implementation of the NPS IB can then follow over a five-year period.

An elected member workshop focused on matters of national importance, scheduled for 24 July 2020, will allow for further detail on this matter to be shared with Council.

Northland Forward Together

Outlined below are the Northland Forward Together projects that are being progressed by Northland Councils. Priorities are:

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

The four projects are progressing and an update will be provided in the next CEO report after the CEO/Mayoral Forums meetings have occurred.

Corporate

Transformation and Assurance

Audit and Assurance

Fraud questionnaires were completed as a part of their audit programme of the Council's external auditor, Audit NZ. This included a questionnaire for Elected Members and for the Strategic Leadership Team.

Internal Audit progress included:

- Information Security - Network logon account internal audit has been completed. Findings to be actioned by the IT team.
- Legislative Compliance System - Stakeholder interviews have been completed. A range of possible solutions have been investigated. Preliminary discussions about entering into a consortium with other councils to procure a legislative compliance system has begun.

Risk

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

Three risk progress reports with treatment plans are being prepared for a meeting of the Assurance, Risk, and Finance Committee in July. The updates are for ARF006 Projects Priorities Delivery Delays Risk, ARF009 Customer Service Delivery Risk, and ARF012 Contract Management Risk

Transformation

Work continues to re-orientate the Council's transformation programme to support the delivery of a transformative crisis recovery plan. This included renewing the terms of reference of the internal Customer and Digital Transformation Programme to become the umbrella for all the organisation's transformation activities.

We launched the Creating and Enabling Great Workplaces initiative in May to explore whether it is possible to retain the productivity and wellbeing gains from remote working, while supporting a graduated return to the office. In June all teams in the organisation had the opportunity to hear about the project in person and experience 'Proof of Concept' spaces in Headquarters and JBC. Teams were encouraged to think about their future working rhythm and had the opportunity to share feedback through a variety of channels.

The direction of travel on the remote working project referred to above is a classic example of how FNDC can label itself as 'progressive'. Many public sector organisations are drifting back to a business as usual (BAU) situation – not so for FNDC. Instead we are seeking to develop innovative and 'edgy' ways of working – ones which harness emerging best practice and which seek to both empower employees and to provide improved quality of service for customers.

Social Procurement

The Manager – District Administration has been temporarily seconded into a role which leads work in this space. Significant progress has been made in developing policies and procedures since our initial visit to Auckland Council to look at the groundbreaking social procurement practices of The Southern Initiative (TSI). A member workshop was held during this period and Members expressed support for further work, this being given a particular importance with shovel ready and other Crown funded schemes about to be launched.

Big Ideas Labs

Any organisation which seeks to label itself as progressive needs to be innovative. The first Big Ideas Lab produced a total of 19 ideas generated by Members. Two of these ideas will be discussed in detail in early August at the second Big Ideas Lab. As well as generating our own ideas, the Lab seeks to act as a focal point to showcase best practice from organisations across New Zealand and further afield.

CouncilMARK™

Corporate Services take the lead role in co-ordinating the CouncilMARK™ initiative (although there are significant contributions from all parts of the Council). The Chief Executive made a presentation to Rural & Provincial just prior to lockdown. Following this FNDC were invited to be the subject of a Case Study as to how CouncilMARK™ can improve performance – the field work for this was carried out by an independent consultant recently and it went extremely well.

The CouncilMARK™ team are putting the final touches on our submissions to the Assessors who will be with us on 1, 2, 3 September 2020. We look forward to our assessment and are confident that the progress which the council has made since the last assessment will be reflected in the score which we are awarded.

Information Services and Technology

Executive Summary

During the period covering this report, the IT Team has rightly received many plaudits. They have been consumed with a primary focus on supporting the wider organisation to operate in a Working from Home (WFH) under the COVID-19 lockdown alert levels. This has meant a significant amount of work to migrate our environment and particular support and operating model as we transition into our new normal.

A significant number of improvements and achievements have been realised with the organisation successfully maintaining the vast levels of services and able to operate whilst still providing direct customer contact and normal operations.

ICT Operations and Delivery:

Working from Home:

The team has continued to roll out additional ICT equipment such as laptops, thin clients, monitors, docking stations, headsets, keyboards and mice to enable staff to continue to work from home comfortably. Work has also taken place to improve the stability of our ICT systems such as Citrix, Microsoft Office 365 and Teams.

Creating and Enabling Great Workplaces Project:

The team procured and installed ICT equipment for the two proof of concept spaces at the Kaikohe and Kerikeri offices. This included 22 x thin client computers in the JBC office and 15 x thin client computers in the Kaikohe office. Several large TV panels (MS Teams enabled) were also installed in the project and ideas spaces so that teams could use them for meetings and collaboration.

The team also set up ICT equipment and desks in the central and southern offices in Kaikohe, and on level 2 at the JBC office in Kerikeri, so that staff who did not have sufficient internet connectivity at home could return to work in the office as needed. Additional IT equipment was also delivered to the Te Ahu office in Kaitia and the NTA office in Whangarei. We have also installed and configured an online booking system called Smartway2 Reservation so that staff will be able to easily book desks, meeting rooms and other collaboration spaces moving forward.

Digital Democracy:

Over the lockdown period Elected Members and Community Board members were enabled with Microsoft Teams to support the new 2 weekly Council meetings and wider informal communications under the Crisis Response Team model.

Recently several Council meetings were recorded and successfully live streamed to YouTube. This has enabled members of the public to attend Council meetings virtually as they were happening.

Audit New Zealand:

An auditor from Audit New Zealand visited the ICT team for three days in June to undertake the annual ICT audit. The final report is still to be received but indications from the auditor are that we are performing well and that there will be no unexpected recommendations. The auditor also commented that we performed well in enabling the bulk of our workforce to be able to work from home during the COVID-19 lockdown period.

Financial Year End and Rates Strike Processes:

The team successfully completed the financial year end process in collaboration with the Finance Team, and the annual rates strike process with the Rates team.

Recruitment:

The Manager – ICT Operations & Delivery commenced. The team still has two vacancies (ICT Technician Level 2 and ICT Systems & Cloud Engineer) which are currently being recruited for.

Data Insights and Programme Delivery

Information Management (IM)

Property File ePathway Applications:

- May – 165
- June – 254

Objective Support:

- Help/fix requests resolved: 213
- Files and folders created and approved: 15
- Objective users changes/movements: 64
- New User setup: 9

Objective user reconciliation:

The IM Team completed a true up of Objective users and purchased more licences to cover our current use as we had more users than available licences.

Programme Delivery

Online Services Project:

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

- The Stage 2 Registrations functionality training has been completed and configuration in production is almost finished.
- Registrations roll out for customers to have a private view of their services and lodge applications with FNDC is in the final stages of production fixes. Once defects in Production are fixed this will Go Live for an internal staff pilot.
- The General Enquiries functionality for Private Licencing is going through final fixes in production after which it will be ready for release as part of the internal staff pilot.
- The LIM online application is ready to release pending communication.
- CityWatch is ready for release pending training and sign off from the customer contact team.
- The Proposal to receive payment of infringements online has been approved.
- The communications requirements for Stage 2 & 3 deployments have been defined.

Stage three consists of Resource Consent and Building Consent applications:

- Final inspections and CCC complete and ready for release.
- Re-engineered workflow for Resource Consents underway.
- BC documentation and presentation to BC Manager complete, review of invoicing workflow pending.

Stage four consists of Permits and Licenses, Animal Registration and Mobile Inspections (other than building inspections). Also rates, water rates and animal re-registration payments:

- The rates, water rates and animal re-registrations payments, are now due to start October 2020 along with the animal registration module.

Business Intelligence Project:

- Council have partnered with SQL Services to expediate the architectural design of the new schema for the design of the new Enterprise Data Warehouse.
- First stage will be Vision 20/2.0
- RFS for Roding has been added to the scope.

Business Intelligence & G.I.S.**SQL server consolidation & upgrades:**

The team have successfully moved 60 % of the databases within Council to the new SQL server architecture. TechOne production and test has been moved successfully. The remaining systems we are planning to move are Pathway Production and Objective Production. The current work programme is on track to have all the database moves done by Q4.

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.

This project has been submitted to the project sponsor and stakeholders for sign-off and closure. All building inspectors and other key members of the BCA team have been assigned PowerBI licenses to enable them to view the dashboard and their progress against the targets in real time.

All future enhancements will be dealt with as BAU.

Geographical Information Systems (G.I.S):

Northland Regional Council – A request was received from NRC to assist with their water allocation tool. The tool was not functioning and one of Council’s staff members was tasked to assist with the resolution.

We are now able to get the information that Council needs for the water crisis from NRC.

Programme 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.

Rating Information Database (RID) deployment:

The Data Insights team streamlined the process of deploying the RID, this has also enabled the Council to secure the data source and deploy to the public within a very limited time frame after the rates was finalized.

Key Analysis Projects:

The team assisted in creating a WFH survey dashboard report to highlight the successes of the work from home.

An internet survey analysis and report was done to support work on “On Net” providing clear analysis on the internet usage and roll out in Northland.

Rollout of new Titles and Parcels data quality report to assist the users in the property team to identify where, if there are any, problems with the data.

The BCA dashboard was integrated into MS Teams for Building Services for easy access by the building inspectors.

Reduced Statute Barred Write-off process used to take two full days to create but we created a list of reports that streamlined the process into a day, saving a lot of time for the users during the rates strike.

A SharePoint list was created for Request For Service (RFS) type ownership to be enable us to group the RFS types per department.

Operational Financial Performance

As at 31 May 2020

Whole of Council

Statement of
Operational Financial Performance
for the period ending 31 May 2020

	Year to date					Full year		
	YTD Actual \$000's	YTD Budget \$000's	Variance \$000's	Actuals YTD as a % of Total Budget	Actuals YTD as a % of Annual Forecast	Total Annual Budget \$000's	Total Annual Forecast \$000's	ESES Forecast Variance \$000's
Operations								
Operational income								
Rates - general (excl water supply rates)	80,449	80,236	213	92%	92%	87,530	87,530	0
Rates - penalties	1,184	2,073	(890)	57%	57%	2,073	2,073	0
Fees & charges (inc water supply rates)	14,556	14,634	(78)	90%	90%	16,213	16,104	(109)
Central govt subsidies - operational	8,029	7,970	60	80%	81%	10,012	9,955	(57)
Other income	2,062	2,335	(273)	85%	46%	2,424	4,459	2,035
Capital income								
Central govt subsidies - new works	1,805	1,971	(166)	20%	22%	9,142	8,259	(883)
Central govt subsidies - renewals	7,504	8,307	(802)	52%	72%	14,462	10,367	(4,094)
Other contributions	26	0	26	3%	3%	1,000	1,022	22
Development contributions	18	0	18	0%	0%	0	0	0
Total operating income	115,634	117,525	(1,891)			142,856	139,769	(3,087)
Operating Expenditure								
Payroll related costs	26,894	26,207	(687)	91%	94%	29,610	28,579	1,031
Other staffing related costs	1,552	1,950	398	72%	76%	2,167	2,036	131
General expenses	6,231	8,334	2,103	65%	65%	9,633	9,525	108
Rate remissions	2,297	2,154	(143)	104%	104%	2,208	2,208	0
Contractor & professional fees	41,697	36,993	(4,704)	94%	83%	44,449	50,485	(6,036)
Grants and donations	1,647	1,689	42	88%	87%	1,882	1,889	(7)
Allocations (direct and indirect)	0	0	0	0%	0%	(0)	(0)	0
Interest costs	1,872	2,066	194	83%	89%	2,253	2,100	153
Sub-total	82,191	79,394	(2,797)			92,202	96,822	(4,620)
Depreciation and other asset costs	29,939	33,141	3,201			36,153	36,038	115
Gain/Loss on Disposal	9,017	0	(9,017)			0	0	0
Total operating expenditure	121,148	112,534	(8,613)			128,356	132,860	(4,504)
Net operating surplus/(deficit)	(5,514)	4,991	(10,505)			14,500	6,909	(7,591)

Statement of
Capital Financial Performance
for the period ending 31 May 2020

	Year to date \$000's					Full year \$000's		
	YTD Actual	YTD Total Budget	Variance	Actuals as % of Total Budget	Actual as % of Annual Forecast	Total Annual Budget	Total Annual Forecast	Forecast Variance
Capital Works								
District Facilities	6,905	10,567	3,662	54%	50%	12,890	13,918	(1,028)
Stormwater	993	2,714	1,721	32%	33%	3,098	2,971	127
Solid Waste	151	325	173	17%	17%	869	871	(2)
Wastewater	12,968	17,403	4,435	63%	64%	20,724	20,392	332
Water Supply	3,318	2,176	(1,142)	60%	62%	5,531	5,380	151
	24,335	33,185	8,850	56%	56%	43,112	43,532	(420)
Roading & Footpaths	15,750	18,557	2,807	46%	71%	33,901	22,240	11,660
Other								
Environmental Management	712	2,616	1,904	27%	27%	2,616	2,616	0
Governance & Strategic Administration	2,666	5,556	2,889	30%	57%	8,937	4,659	4,278
Customer Services	434	1,350	915	21%	23%	2,085	1,877	208
Total Capital Works	43,897	61,263	17,366	48%	59%	90,652	74,924	15,728

Disclaimer: This financial report is at 31 May 2020. The end of year June report will not be available until a draft set of accounts is released.

Operations

Customer Service

Customer Experience Programme

Closed RFS – Customer Satisfaction Index (CSI)

The scores provided below are for the four months ending 30 June. Please note that we did not offer our normal service offering during COVID-19 lockdown levels 4-2 and were unable to survey and receive responses during level 4 lockdown. This experience has affected the calculation of the CSI and our service delivery. As a result the metrics for this reporting period have general declined. March in particular was a difficult month as the organisation pivoted to working from home, changed its service offerings, dealt with connectivity issues and changes to some online processes. In the short term we can see teams recovering to pre-lockdown levels. Our response levels

- Overall CSI for Requests for Service: 76.1 (8.15% decrease, inhouse and essential only lockdown)
- Overall satisfaction making the request 78.2% (12.02% decrease)
- CSI for requests made via the After Hours provider: 78 (2.56 decrease)
- CSI for library services: 92.2 (1.84% decrease, online only during lockdown)
- CSI for visits to i-SITEs and Service Centres: 99.1 (0.1% increase, closed during lockdown)

Monthly CSI Trend for closed Requests for Service:

Overall Customer Satisfaction Index (CSI)



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

Other measurement programmes

The scores provided below are for the six months ending 30 April. Please note that all the below figures are also affected by COVID-19 lockdown.

- CSI for Building Inspection Services: 46.2 (52.6% decrease, essential only during lockdown)
- CSI for Building Consent Process: 69.5 (16.69% increase, operation during lockdown)
- CSI for Resource Consent Process: 68.8 (6.54% increase, operation during lockdown)

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

- Reassessing improvement priorities post COVID-19 lockdown and to align with other organisation initiatives.
- Ensuring customer focus during Great Workplaces Proof of Concept
- Investigating tools and methods to gather and utilise customer feedback to improve customers experience.
- Implementing system improvements following Transport team customer j diagnostics.

Customer Service Statistics

Customer Satisfaction results

All areas continue to perform well, with the exception of the Customer Satisfaction Index (CSI) for Library Services which may be attributed to customers familiarising themselves with the new Library Management System (Kotui).

	Responses (Month)	YE Goal	June CSI	Trend	May CSI	% Change	Comments
Visitor Experience	86	99	99.1	↑	99.0	0.1%	Significant drop in responses, as expected but maintaining same excellent service!
Library Services	103	94	92.2	↓	94.8	-2.8%	Some customers are struggling with adapting to the new online system.
Community and Customer Service RFS	6	94	95.8	↑	83.9	12.4%	Continued high levels of positive feedback.

Contact Centre / Service Centres

- 46.88% decrease in the financial counter stats for Service Centres (2,217 down from 4,174)
- 7.52% decrease in calls to the Contact Centre (14,595 down from 15,783)
- 28.23% increase in the number of AskUs emails (4,305 up from 3,357)
- 5.42% decrease in the number of Building Inspection bookings (837 down from 885)

i-SITEs

- 49.9% decrease in visitor numbers (14,338 down from 28,621)
- 16.3% decrease in retail revenue (\$7,327 down from \$8,755)
- 64.3% decrease in transaction spend (\$9,493 down from \$26,615)
- 52.8% decrease in transaction numbers (\$2,690 down from \$5,701)

Libraries

- 1.6% increase in ebook and audiobook downloads (7,757 up from 7,632)
- 52.8% increase in library website sessions (up from 66,827)

Regulatory Services

Environmental Services

A total of 1,263 Requests for Service were received and 1,230 closed during May - June 2020. This is an increase of approximately 30% compared to the previous two months reflecting the effects of the end of the lockdown period.

Animal Management

The Animal Management team received 552 Requests for Service during May – June. This represents an increase of more than 200 from the previous two months; 71 of these Requests for Service were Priority 1 and 92% of all RFSs were responded to on time. The increase in the number of RFSs post-lockdown is not surprising, given the lower numbers during the lockdown period.

Out of a total of 11,277 known dogs in the district, 7,967 dogs were registered at the end of the 2019/2020 registration period. This left 3,310 known dogs on record that were not re-registered. The team were not able to do proactive registration follow up in the lockdown period which is reflected in these figures.

47 dogs were impounded across the District during the May and June period with two dogs rehomed through the Council's website; 10 dogs were transferred to rescue groups for rehoming and 14 dogs were claimed by their owners.

A total of five infringements were issued to dog owners for offences during May-June for offences that occurred in May.

The COVID-19 lockdown period has caused delays to the Council's original timeframes for refurbishment and subsequent move to the new Animal Shelter premises at Kaikohe. Design costings have been received, providing options to proceed within the allocated budget with design and building work.

Environmental Health and Monitoring Compliance

There were 62 verifications scheduled and completed during May and June 2020. Food verifications only resumed on 26 May 2020 once in level two of the lockdown period.

During level three and four no proactive alcohol license inspections or good host visits were conducted. These resumed on 18 June 2020, with a total of seven being conducted for the month.

Responses to noise complaints resumed in Level three. A total of 162 noise complaints were received in the May-June period; of these only one complaint reported and responded to was from within a rural area.

During lockdown levels four and three, no parking enforcement was undertaken in the district. In level two, the Parking Officer began patrolling areas again and did a gentle come back (reminding people around the parking restrictions) and no infringements were issued. From 2 June 2020 normal enforcement processes have resumed, with a total of 41 Parking Infringements issued in the period to the end of June.

Swimming Pools

65 swimming pools inspections were carried out during the months of May and June, with most inspections (53) being undertaken in June as Council returned to post COVID-19 routines.

The swimming pool fail rate was 35% for this period.

Building Compliance

- 152 RFSs were received by Compliance during May and June 2020 and 136 RFSs (89%) were closed
- 20 Notices to Fix were issued for breaches of the Building Act during May and June 2020
- 18 Infringements were issued for building-related breaches

Building Accreditation Update

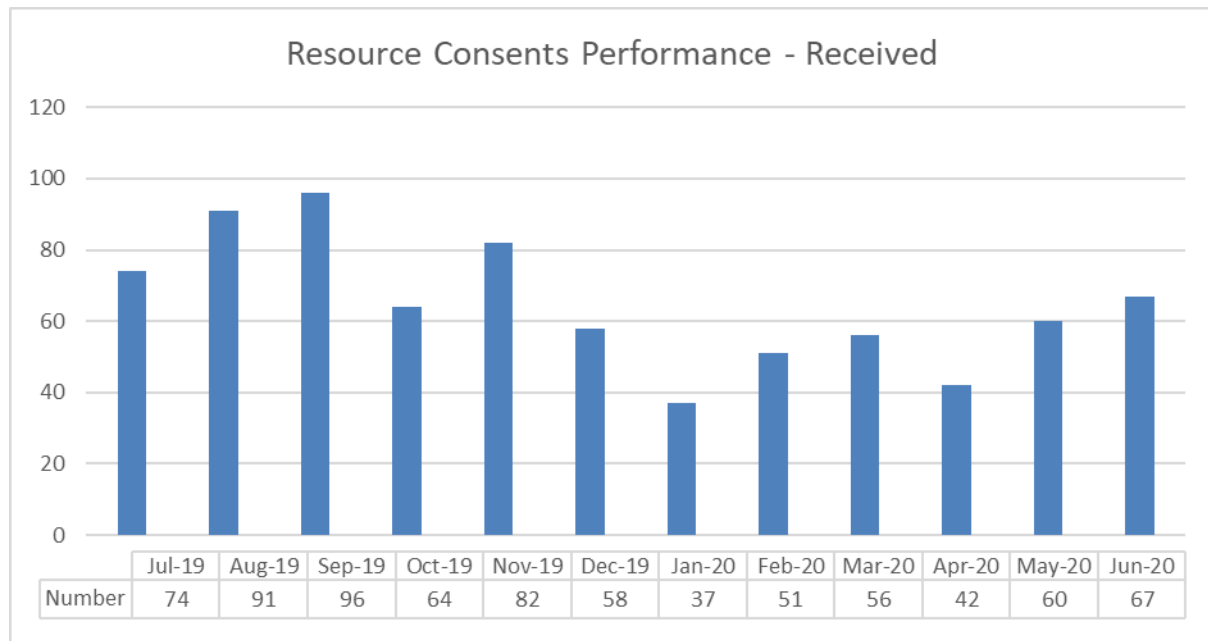
The BCA has received notification of the upcoming audit from International Accreditation NZ (IANZ) and is returning to the office to prepare for the assessment. The challenge for the BCA will be to achieve stability and ensure compliant processes (i.e. a return to 100% compliance for all statutory time-frames).

The BCA will be submitting documentation to IANZ for audit purposes by the end of August 2020; the scheduled dates for the on-site audit are 19-23 October 2020.

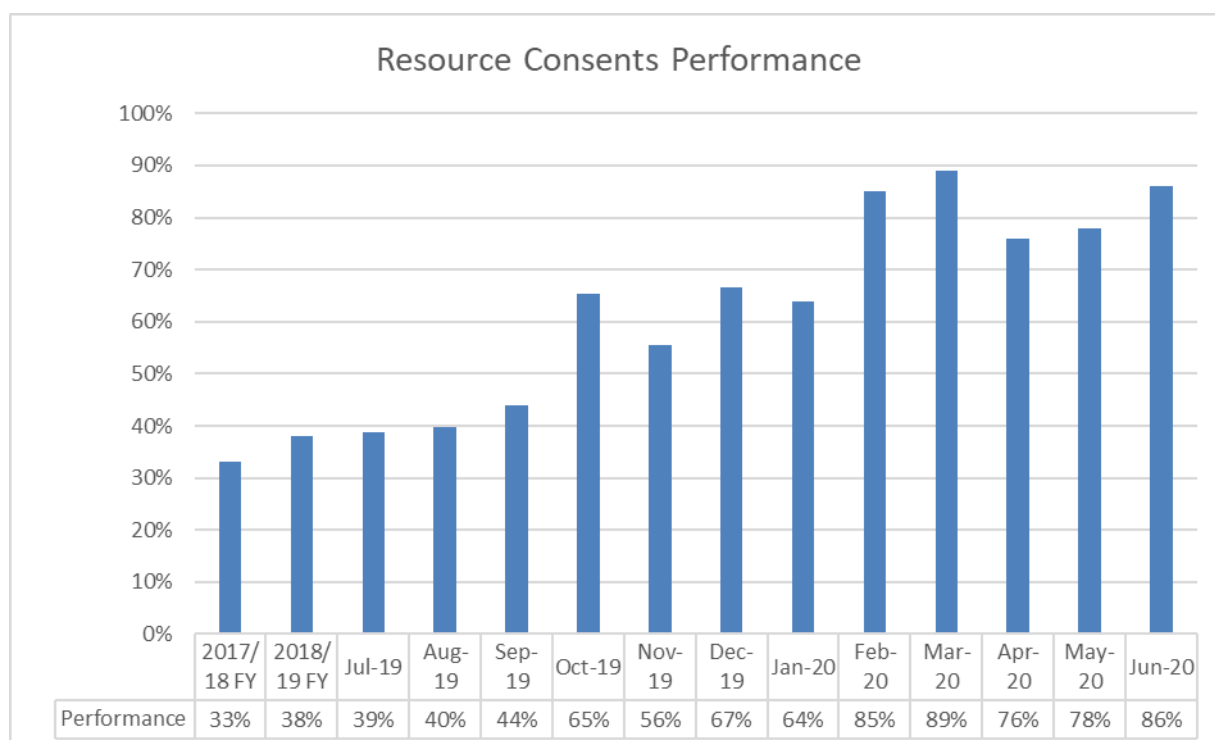
Resource Consents Management

A total of 778 resource consent applications were received during the 2019 - 2020 financial year.

127 consent applications were received during the months of May and June. There has been a steady flow of consents and an increase of nearly 30 applications compared with the March-April period.



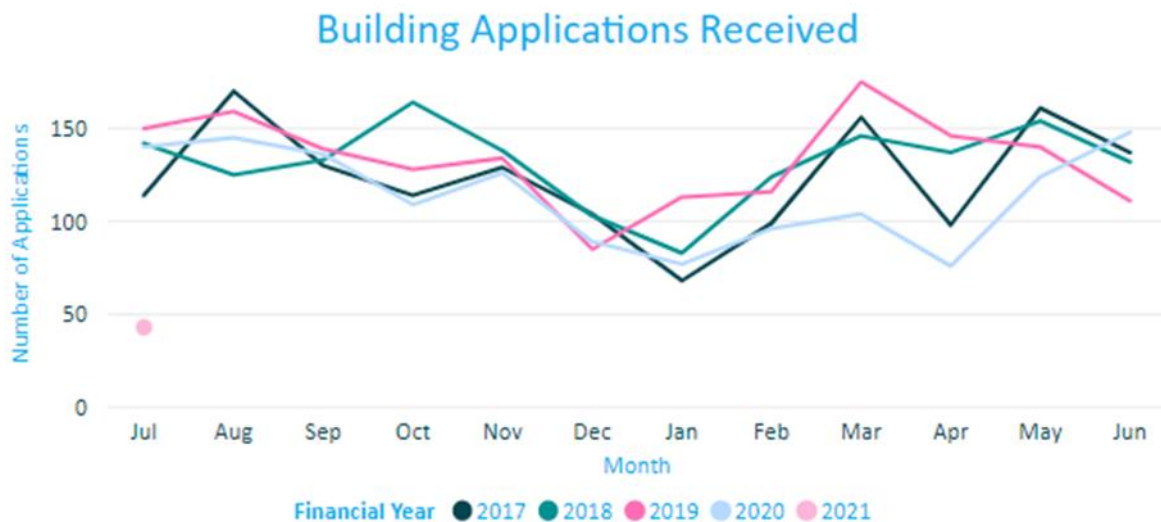
An upward trend in processing consents within statutory timeframes has continued since the 2017/2018 year, with 78% of consents processed within statutory timeframes in May and 86% in June 2020.



Building Consents Management

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

- During the May to June period a total of 272 building consents were received
- The BCA issued 194 building consents during the same period
- 93.5% of building consents were issued within the legislative time frame of twenty working days. A lower compliance rate was achieved during this period, with the BCA working remotely and without all of the support systems and processes. Nevertheless the BCA did well to continue providing services.



The data is showing a spike in consent numbers for June, which is above the four-year average. This was expected as applications delayed through the during lock down were submitted and progressed (after being on hold).

Building consent applications have been received for the Avida development dwellings. A similar process will be followed to the Inlet Estate development regarding the availability of the new wastewater plant in order not to delay consents or Code of Compliance Certificates (CCCs); an interim arrangement allows for the use of the buildings, with the CCC issued later when the connection to the new plant has been completed.

The Business Intelligence (BI) system is being refined to allow for better resource management and efficiencies. The BI information gives all team members visibility of the parts of the business that they are accountable for. The data collected and refinement thereof will enable a more robust and accurate calculation of staffing resources that accommodate competency levels under development and any turnover of staff.

Infrastructure and Asset Management

Roading

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

- Kaitaia Awaroa 26991 – Start delayed due to COVID-19
- West Coast 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
- Rawhiti Rd – Risk assessment found danger of loose material falling onto road. Remediation delayed due to COVID-19
- Paponga Rd – Remediate in May
- Waikare Road – Delayed due to COVID-19
- 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. Additional budget required approved by Council. Delivery programme finalised. Construction and Earthworks started 25 May 2020.

Minor Safety Improvements (Low Cost Low Risk): Procurement for physical work for the following Route Treatment safety improvement works (various treatments) completed: Physical works to commence mid-June 2020.

- 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

Hokianga Ferry (Kohu Ra Tuarua)

Fullers BOI have taken over the operation of the Hokianga Ferry from the 1 May 2020 and are settling into the new operation well.

Collection of fares resumed on 18 May shortly after the move to Alert Level 2. Revenue processed for May was \$17,818.80.

Consultation on Northland Speed Limits

Council adopted a Report recommending new speed limits for the Okaihau-Kaeo-Waimate North Speed Limit Review area at its meeting on 21 May.

Work to implement the new speed limits and formalise the adopted speed limits into the Speed Limits Bylaw has now commenced. Work includes incorporating the changes into a GIS mapping system so that the Speed Limits Bylaw can be easily updated. Work has also commenced on programming the required engineering works, including speed limit signage. Once completed, Council will be able to make the required changes to the Bylaw.

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.

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

- Kaikohe, Kaitaia, & Ahipara - laying of Fibre is now complete
- Coopers Beach and Mangonui - Fibre work is in progress
- Waipapa - next stage of Fibre installation called 2+ progressing steadily through the Waipapa Intersection work
- Kaitaia UFB connections are continuing
- TMP's for slip repairs have been approved
- TMP'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 & Highway 10 roundabout is also about to start

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

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 1-month delay in construction operations. The subsidised Koropewa Road is still in the NZTA Business Case Approval process.

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

Unsubsidised Seal Extension

Kumi Road – Enabling works, drainage (culvert extensions and renewals incl. 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 – As this is a Māori Road Line consent of the underlying title holders and the adjacent owners is required. The consents of all interested parties have been given recently. There are some issues between the landowners that prevent our commencement of work for the moment.

Puketi Road – Enabling works largely complete. Pavement construction has started.

Subsidised Seal Extension

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

Structures

The following works have been undertaken:

- Otatau Road Bridge N28 – The contractor has re-established after the lifting of COVID-19 lockdown. The physical works are programmed to complete around August subject to NRC approval.
- West Coast Road Bridge G01 – the contract has been awarded and the contractors has commenced with design of the bridge, the contractors design team have also commenced with the application with Resource Consent application. Due to time constraints with design completion and RC, the physical works will only 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 however due to COVID-19 the construction may extend into next financial year.
- 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 COVID-19 lockdown and restrictions implemented the physical works will be carried forward into the next financial year.

Pavement Rehabilitation & 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 – pavement construction is 100% 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 – deferred 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

Parking

The NTA has been instructed to programme and implement changes to mobility parking spaces district wide as requested by Councils Disability Action Group. Bylaw schedule changes will be required to ensure that the parking restrictions are enforceable, but this is not considered urgent. These schedule changes will be made once all sites have been signed and marked and the full Parking Bylaw review has been undertaken by FNDC Strategic Planning and Policy group

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.

► State of Play

Last Month	Next Month(s)
<ul style="list-style-type: none"> • New Programme Manager appointed and in the process on developing a programme status report. • Project team engagement around COVID-19 and operational impacts upon programme. • Asset Management hierarchy approved. • Data scrubbing of asset data is progressing. • FieldForce 4 assessment received and debriefed with project team and IAM managers. • Data migration workshops have started with INFOR. 	<ul style="list-style-type: none"> • Presentation of refreshed Programme status report and updated timeline. • Engagement with Far North Waters on system detail and long-term vision including their use of the system and field technology. • Configure ION server and INFOR operating system (system build). • Stakeholder workshop to debrief on culture survey results and how this relates to the roles & responsibilities work to be undertaken. • Competency framework still 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. • The demo INFOR OS integration system has been provisioned and is scheduled for an August training and integration to Pathway/TechOne demo. • Program Manager to review Field Force recommendations with a view to integrating into the people and culture workstream.

► Programme Milestones

Milestone	Baseline Date	Actual Date	Status	Comment
Identify Stage completed	NA	30/11/19		Programme plan agreed
Define Stage completed	31/03/20			The system will be 'switched on' with some data early April, full data migration and the system being fully operational will now be September 2020.
Execute Stage completed	30/06/21			Different projects & workstreams will deliver at different times over a 2-year timeframe
Review Stage completed	30/06/21			Reviews will take place as each project is completed; however overall review of programme is scheduled Apr – Jun 2021

Infrastructure Planning



Stormwater



District Facilities









Wastewater



Water



Transport

Activity	Asset Group	Expected Completion	Comment
Strategies / Plans / Policies			
District Transport Strategy		FY19/20	The draft Integrated Transport Strategy Programme Business Case is complete and is undergoing internal and NZTA review. The ITS incorporates the Recommended Programme and 10 year cost staging which has now been copied across into the draft Transport Capital Works Programme. Meetings continue with NTA regarding integration and alignment with the emerging regional AMP, being the primary ITP delivery mechanism. The ITP and Recommended Programme will be workshopped with Elected Members prior to release for public consultation on the LTP's The Infrastructure Strategy will be the container
Rawene WWTP Optioneering		On-going	Since the workshop with Te Mauri o te Wai the consultants have issued the final report with multi criteria analysis and order of costing. In time a preferred solution will be identified by Te Mauri o te Wai and options will be considered through the Long Term Plan process.
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 around the district. A project to undertake an initial review of FNDC's water and wastewater service areas has been initiated as a first step to developing a connection policy. The purpose of the review is to analyse the nature of the issues affecting the service areas, the cause of these issues and to identify practicable options to address these matters. The review was placed on hold throughout the operation of the Crisis Response Team due to lack of resourcing. The review will remain on hold up until the last quarter of 2020 whilst other more urgent work programmes are brought up to speed.
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. The programme in running behind schedule due to resourcing limitations associated with secondments to the crisis response team. An initial planning assessment has now been drafted to provide an overview of each of the six discharge activities and identify key planning considerations and risks. This work will be used to inform the technical information required to support each replacement resource consent application, and to identify likely upgrade requirements for each of the plants.



Stormwater



District Facilities



Wastewater



Water



Transport

Activity	Asset Group	Expected Completion	Comment
2021-2051 Infrastructure Strategy		On-going	The Local Government Act requires that all Local Authorities prepare an infrastructure strategy as part of the long-term plan. The infrastructure strategy sets down Council's strategic response to address major long-term infrastructure challenges. The programme is running behind schedule due to resourcing limitations associated with secondments to the crisis response team. The project plan is presently being revised to account for the time slippage and key milestones will be reported in the next business report.
Paihia Water Strategy			Consultants Harrison Grierson (HG) have prepared the final report for options to replace Paihia Water Treatment Plant. This is one part of the Tourism Infrastructure Funds (TIF) received 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 at court.

Activity	Comment
Collaboration and Engagement	
FN2100	Planned public consultation on the Far North 2100 District Strategy and Spatial Plan has been rescheduled to June 2020. The recurring rescheduling of this project has presented issues for the originally planned concurrent release of the draft Integrated Transport Strategy and so it has been realigned to be released with the Infrastructure Strategy, this being a legislated requirement of the Long-Term Plan process.
District Plan	An essential link between the District Plan (DP) and the Infrastructure team is the Engineering Standards. The Engineering Standards will be reviewed for inclusion in the DP. The Working Group met in October and agreed to the approach for the review. Each working group member is responsible for reviewing a section of the standards. Issues are escalated to the Steering Group. Both groups and the project manager are supported by a local consultant who also support WDC review their standards.
Tai Tokerau Councils Climate Change Adaptation Group (TTCCAG)	The purpose of the Climate Change Working Group is to develop a regional collaborative approach to climate change adaptation planning for local government in Northland. The working group is led by NRC. IAM Planning staff continue to participate in the working group in addition to participating in the development of FNDC's climate change roadmap which is being led by SPP.
Liaison Groups	Engagement with established Community Liaison Groups (CLG) is required by a number of our Infrastructure Consents. No Community Liaison Groups have met due to COVID-19 restrictions. Waikotitoe Trust have been updated by email on Kaikohe drought related issues.

Consent Technician	May 2020	YTD '20	YTD '19
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Stormwater



District Facilities



Wastewater



Water



Transport

Activity	Asset Group	Expected Completion	Comment		
Applications for New Water and Wastewater Connections			8	97	99
			8 requests to connect to Council water and wastewater services were received in May 2020. Year to date Council has received 97 applications (compared to 99 last year)		
Resource Consent Applications Reviewed by IAMs		All	40	391	346
			IAM's development engineer and consents technician review all consents and provide comment on how to minimise/mitigate impacts on Council infrastructure.		
LIMs Assessed		All	83	1255	1254
			IAM's consents technician input into Land Information Memorandums by completing soil reports and assessing development contributions.		

Consent Applications/Authorisations

Taipa WWTP Renewal/Appeal		Under Appeal	<p>The Taipa WWTP discharge consent decision was to the Environment Court.</p> <p>Legal counsel has been retained to support the hearing and several technical experts have been engaged for the mediation process and to provide evidence at the hearing. All parties have agreed to mediation and the commissioners for this process have been appointed. The mediation is now likely to occur in mid-July provided subject to the appellants agreement. As suggested by the EC judge and requested by the appellants there will be executive level presence at the mediation including the CEO. Technical work to contribute to the Court evidence has been completed except for the QMRA which requires input from Ngati Kahu representatives. This input will be sought during the mediation.</p>		
Kohukohu WWTP Renewal		June 2020	<p>A request for further information has been received from NRC. Work has been to procure to address the request for further information. Staff have sought a price for the Cultural Impact Assessment for Kohukohu from suitably experienced person.</p>		
Opononi / Omapere WWTP Renewal		Mar 2020	<p>A Cultural Impact Assessment for the discharge of wastewater to the Hokianga Harbour commenced prior to Covid 19 Lockdown but restrictions on travel, visiting and group limits, progress has been delayed. Both the Hydrodynamic Model and the quantitative microbial risk assessment for the discharge have been completed. Staff received an extension to the submission timeframe for the information request as there remain some outstanding matters that are unlikely to be addressed in time due to resourcing limitations associated with secondments to the drought management team and the restrictions caused by the national response to COVID-19.</p>		
Puketotara surface water take (source for Kerikeri WTP)		June 2020	<p>NRC have issued the draft conditions for a consent. We are in discussions about the conditions, but we need the input from NRC's hydrologists. The availability of hydrologists is limited due to the drought.</p>		



Stormwater



District Facilities





Wastewater



Water



Transport

Activity	Asset Group	Expected Completion	Comment
Motutangi Drainage District Concession application		July 2020	Draft concession report received from the Department of Conservation (DOC). Final comments on the draft have been forwarded to DOC. DOC has advised that the report will be peer reviewed and then be sent to Kaitaia's Operations Manager for approval. No update available at the time of writing.
Waitangi - (TIF) Public Toilets		June 2020	An alternative location for the toilets needs to be agreed on by the Waitangi Trust Board. Once the project manager gets approval from the Waitangi Trust Board a planning assessment will be completed.

Asset Management



Stormwater



District Facilities





Wastewater











Water



Roading

Activity	Asset Group	Expected Completion	Comment
Strategies / Plans / Policies			
Living Asset Management Plan (LAMP)	All	FY20/21	First draft to SLT / EMs by end of November 2020 (due to delay with INFOR system implementation the timeframe for the LAMP has been delayed). <i>(Please refer to Programme Darwin section for details on delay).</i>
Asset Management Plans (3 Waters and District Facilities)	All	FY20/21	In the absence of a LAMP, and as part of the Long-Term Plan (LTP) process, a combined draft Asset Management Plan for 3 Waters and District Facilities will be available by October 2020 with supplementary Activity Plans for each discipline.
Asset Management Strategy	All	FY20/21	Being developed based on review being done for the 30 Year Infrastructure Strategy by Infrastructure Planning for the next LTP round (FY21/31). This work will be completed by December 2021.
Asset Management Policy	All	FY19/20	Internal policy approved. In place as of 13 January 2020. (Completed).
Annual Plan (AP)	All	FY19/20	Contribute to Annual Plan project, coordinated by Strategic Policy & Planning (completed).
Long-Term Plan (LTP)	All	FY19/20 to FY20/21	Asset Management have commenced planning for the next LTP round being FY21/31. The current LTP is being looked at in-depth and future asset planning being considered for the next round.
ISO55000	All	FY21	To be investigated. This will align with the current International Infrastructure Management Manual (IIMM) and will need to incorporate the National Metadata standards being developed.
Stormwater Strategy		FY20/21	Underway. Being consulted on with GHD. A draft plan is in place and draft strategy provided by May 2020. Infrastructure Planning is holding workshops with SLT and EMs on the 30 Year Infrastructure Strategy. It is likely the SW Strategy will be incorporated into these workshops as an overview.
Stormwater Catchment Management Plans		Underway	Underway – FY19/20 to FY21/22 (3-year process)
Vesting Assets to Council Policy	All	FY20/21	Consulted with Audit, Risk and Finance and a process is being drafted by them to aid with this. Other parts of Council i.e. SPP, Legal and Finance will be consulted in due course.
Asset Identification / Condition Assessments			
Prioritised Scheduled Asset Condition Assessments	All	FY21/31	A 10-year programme has been developed which amounts to a total spend of \$9mil over 10 years. \$250k was approved in October 2019 to commence condition assessments for FY19/20. A Scope for the condition assessment CCTV footage, taking into account critical infrastructure (whereby focusing on SW and WW pipes etc.), was handed to delivery in March 2020. The Scope provided for CCTV was utilising the bulk of the \$250k spend for FY19/20. However, due to the drought and COVID-19 Lockdown, this work was unable to be carried out. This scope will only be delivered in FY20/21 (within the 1 st quarter). Subject to consultation and approval of the Annual Plan (AP) by end of June 2020, an additional \$1.6 mil over the next 2 years will be available for condition assessments.

Inventory Assessment - DF Assets		Ongoing	n/a
Activity	Asset Group	Expected Completion	Comment
Project Pipeline – Initiations - Includes planning, feasibility studies, options assessments, business casing etc. before handover for Project Delivery			
Kaitia Wastewater Overflows		FY20/21 – FY23/24	Subject to NRC abatement notice. Detailed business case handed to Project Delivery mid-April. Project now with delivery. This is a 3-year project for delivery (Complete).
Hihi WWTP		FY22/23	Plant upgrade is required. Resource consent being applied for through Infrastructure planning team. Additional funding required and will be submitted for as part of the LTP (FY21/31). Likely additional funding estimate to be available by June/July 2020.
East Coast (Taipa) WWTP		FY20/21 – FY21/22	Plant evidencing non-compliance with resource consent. Initial upgrade and disposal options assessment undertaken, further assessment and consultation required. And, due to the current appeal we don't know what this will entail at this stage. Refer to Taipa WWTP Renewal / Appeal under Infrastructure Planning section above.
Other			
Asset Management System	All	FY20/21	Full operational use of INFOR won't be possible until September 2020 (please refer to Programme Darwin for full detail surrounding the delay).
Stormwater modelling requirements		FY20/21 – FY21/22	As per the SW Catchment Management Plan (CMP) strategy, the models for SW will take in excess of 2 years for full implementation updates.
Water modelling requirements		FY20/21 – FY22/23	A consultant, GHD, has been engaged to peer review the Kerikeri Water Network Models to begin with (whereby focusing on the main growth area at this stage). Depending on the review, funding requirements to upgrade the models will be submitted as part of the LTP process.
Wastewater modelling requirements		FY20/21 – FY22/23	A consultant, GHD, has been engaged to peer review the Kerikeri WasteWater Network Models to begin with (whereby focusing on the main growth area at this stage). Depending on the review, funding requirements to upgrade the models will be submitted as part of the LTP process.
Area of Benefit Plan updates – Stormwater		FY21	To be investigated
Data Cleanse / Tidy Up	All	Underway	A continual process but aim to have it completed prior to Phase 1A implementation of the new AMS (August 2020).

Asset Management Updates

BOI Sports Fields Development

As of Friday 1 May, Council completed the land purchase at 1936 State Highway 10 Waipapa. A media release is being developed to inform the public.

Work has commenced with the sporting codes via Northern football Federation and GLG Consultants to look at the short, medium and long term assets for this land. They have held a workshop and there was support and positive feedback in the community that progress has been made. All the codes were keen to be involved in a Project Team and signed up to the Terms of Reference proposed, which will give us a semi-formal sounding board to engage with the community as the project develops. At the workshop it was made clear that Council has only agreed to a 10ha area of the 46.6ha block purchased as being developed for the core infrastructure proposed (5 x floodlit fields, roading, parking and changing facility block) and other elements can be planned for but would need to be community led and subject to Council approval.

Concept plans are also being worked on for the first phase of this project.










Broadwood Swingbridge

The Broadwood Swing Bridge has been closed for a number of years now due to Health, Safety and Wellbeing (HS&W) and reported as unsafe for the public to reopen. A full Structural Assessment of the bridge was carried out by Opus in May 2018, as well as a 'Inspection report' carried out in February 2018 by Opus. The reports were comprehensive, and the bridge is deemed 'unsafe' and is to remain closed.

A scope has been provided to have the bridge removed and as part of that process, further consultation with the community of Broadwood will be held, in conjunction with the Community Development Advisor for the area. At a community meeting held in April 2019, a verbal update was provided to the community on options being considered as well as affordability issues. The Community Development Advisor already has a good idea of what the community would like to see as a replacement for the area which is a park area with swings, a sealed carpark and a footpath to a playground or all the way around it in a loop, to allow somewhere off the main road for kids to ride bikes/scooters. This Wishlist came from the children at the school and has been revisited several times as community demographics tend to change, but swings stay popular.

This project has been handed to Project Delivery. Once a Project Manager has been assigned, an appropriate party will be engaged to remove the current Swingbridge and consult further with the community on way forward for the area.

Infrastructure Compliance

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. Consent issued for boardwalk improvements.
Kaitaia 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 	<p>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.</p> <p>Long term: engagement with the Community Liaison Group continues to try and find an acceptable upgrade solution before next LTP and alongside the consent renewal.</p>
Kaitaia 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.
Kawakawa WWTP		<ul style="list-style-type: none"> Abatement notice issued Feb 2020 De-sludging activities by Conhur (contractor) not compliant with consent conditions 	<p>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.</p> <p>NRC satisfied the compliance issues have been resolved and no further action is required.</p>

3 Waters Operations

Summary

During the month of May there were no LTIs or MTI's, and we are currently operating with 970 days LTI free.

We attended 368 requests for service (RFS) call outs in May, up from 199 in April. This is most likely due to an increase in public movement and interaction across the network with COVID-19 Levels lifted further during May.

Planned Maintenance (PM) completion was 98% for May, with a total of 139 out of 143 jobs completed.

Final commissioning of the Omanaia water treatment plant commenced 18 May 2020 and is now at a stage of engaging with NDHB for final verification of test and compliance requirements. Work will continue during June to prove conversion of the existing raw water line before potable water is available to communities including installation of monitoring equipment, post treatment at Omanaia and pre reservoir at Rawene to allow increased assessment capability during the early stages of use.

Projects

We currently have 14 jobs to price with an approximate value of \$250,213, there are a further 7 jobs to come out as tenders with a value of \$1.447m. The current work in hand is progressing well with 19 jobs currently in progress with an approximate value of \$2.03m, this includes de-sludge work. Most of the urgent drought relief work has been completed with only minor adjustment work required.

Risks

The following presents the highest operational risks facing the Far North Waters Operation and Maintenance services.

1. Effect of COVID-19 and enforced lockdown
2. Availability of raw water at Kaikohe
3. Reliability of Kerikeri raw water sources
4. Condition of Kerikeri WTP Clarifier
5. Security of treatment plants

District facilities

Parks and Reserves

There is an ongoing focus 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 centres and mowing of sports fields, high use parks and areas where there is a genuine HAS and fire risks continued.

Ngati Kawa - Waitangi Marae proposed a planting programme of native trees and shrubs along the Waitangi River section adjacent to the Lilly Pond Reserve. A District Facilities Request form has been sent to Ngati Kawa and efforts continue to establish a positive working relationship with this group.

Ti Point, Waitangi –discussions continue with Hone Mihaka in terms of finding a solution to relocate the shipping container he located on Ti Point, Waitangi. The container will house Hone's Taimai Tour operation. A number of options are being considered and feedback sought from appropriate land owners, key stakeholders and compliance staff.

A site visit was carried out at the Lilly Pond Reserve after complaints were received from the neighbours concerning a resident carrying out tree clearance and planting on Council land. The resident was spoken to and now a more formalised management agreement is being progressed.

NRC notified Council around the possible discovery of kauri dieback being present on a 15-20 year old Kauri tree located in the Fairy Pools Reserve, Kerikeri. NRC have taken samples and Council are awaiting the results. In the meantime, the area has been cordoned off to reduce any impact of the possible Kauri dieback pathogen.

Discussions progress with Vision Kerikeri concerning the volunteer works being carried out along the Wairoa Stream, Kerikeri. As a result of concerns with some of the structures being built and work carried out resulting in a slip, these discussions have increased to encourage and further the signing of a Volunteers Agreement with Council. This Agreement is based on ensuring volunteer groups carrying out work on council land are aware of the Health & Safety at Work Act 2015, that any works that result in the creation of an asset must ensure they meet appropriate standards and have council approval as landowner and Regulatory Authority. They must also have key representatives/supervisors attend a Health and Safety Volunteer workshop run by Council. This way Council can better manage and assist works being carried out by volunteers.

An underutilised recycling bin was relocated to Tii Beach, Paihia due to public demand for a recycling trial period. Recycling volumes will be monitored and a decision made for the bin to remain in place after the trial period.

Cemeteries

Russell Cemetery - A meeting has been programmed for 16 June to discuss a gift of land proposed that could see the Russell Cemetery extended. The Russell Cemetery has approximately five years remaining.

Kaitia Cemetery – trees trimmed and a general clean up carried out to include the removal of green waste and other necessities as a result of COVID-19 lockdown.

Public Toilets

All toilets were open under level 2.

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.

2019/20 Tif Responsible Camping Fund Kaitiaki Rangers

Although closed over the COVID-19 lockdown and Level 3, MBIE approved the extension of the funds being available for the Whatuwhiwhi based Rangers to cover the Queen's Birthday weekend. This proved invaluable given the number of people visiting this area. It also highlighted the number of people returning as 'freedom campers (visitors)' and 'freedom living' (people who permanently live in a vehicle).

The final MBIE report deadline was extended until June. This is in a draft state as prepared by the staff at NRC and DOC with input and final updates being done by Council staff.

Swimming Pools

New pool contract 5/20/013 was signed and issued to all parties and work has now started on all the early deliverables.

BOI Recreation and Pool Facility

FNDC agreed to assist Sport Northland with the cost of repainting the BOI pool, balance tank and repairing the edges of the pool as part of their commitment to assist with essential long-term maintenance/capital investment. This work has improved the overall aesthetic of the pool and should reduce the maintenance issues which were being caused by flaky paint/cement in the filter systems. It was the ideal time to do it as the pool was empty during the COVID-19 shut down. The painting is now complete, and the pool should be refilled mid-June.

FNDC have been working alongside Sport Northland to determine what is required for them to become compliant including the need to uplift their CCC (Code of Compliance Certificate) which is a high priority and requires sign off as it also impacts on the Building WOF. It is believed that this dates back to work carried out by the MoE prior to the sale to Sport Northland. Without a CCC the facility may be shut down.

The CPU (Certificate of Public Use) relates to fire certification of the recreational/gym area only and will require a new application from Sport Northland. This has also expired and was in the name of the previous building owner - Ministry of Education.

Both certifications are urgent, and Sport Northland are in the process of resolving these issues with support from District Facilities and Council Building Specialist staff.

Kaitaia Pool

As a result of the two previous dive boards breaking, the contractor has requested it be replaced due to its popularity. However, as the remaining life span of the existing pool operation being extremely limited and as the current new pool plans do not accommodate a dive pool facility, it has not been possible to justify the cost of a board estimated to be approx. \$20k. However, if CBEC can influence the provision of a dive pool as part of the new pool and contribute towards half of the funding needed, it may be possible for Council to reconsider its contribution and at the end of the current pool's life, relocate the board to the new facility.

The dangerous goods certificate has expired. This was due to a combination of the rules being

tightened and COVID-19 delaying work to rectify the issues. Most works are now complete and aim to be ready for re-certification by 12 June 2020.

Kaikohe Pool

It was discovered post COVID-19 lockdown that the Kaikohe pool was empty. This has been experienced before and seems to happen when there are no pumps running. From initial investigations, it appears the pumps maintain levels more or less when in operation. It is an unusual fault and previous leak investigations have found nothing untoward. Assistance has been requested from Belgravia to help identify the cause and find a solution.

After a fault occurred on the BOI mains switchboard it was decided to get the Kaitaia, Kaikohe and Kerikeri boards inspected. Kaitaia was found to be okay but works are required on both the Kaikohe and Kerikeri boards.

Solid Waste

FNDC Solid Waste Services

Solid waste services expanded as we moved to Alert Level 2 restrictions enabling the full range of recycling services to be resumed from mid-May.

Clarification was sought from the COVID-19 help line and through Worksafe around the requirement for contact tracing at the unmanned Community Recycling Centres. Unfortunately, no clarification or direction was forthcoming. Council's HAS team advised that the sites could open once the sites were registered with QR tracking codes.

Kerbside rubbish collections continued as normal with kerbside recycling services having started back Monday 18 May.

Illegal dumping

Illegal dumping continues to be concern for residents around the District.

As a result of numerous complaints, District Facilities staff are working alongside the Monitoring team in response to a well-known Mangonui resident who continues to dump household rubbish across his boundary and on to the St Andrews walkway.

A Wainui resident expressed their distress at Council not being able to pick up rubbish that was dumped off a cliff side. Due to the location and nature of the dumping, it is likely the rubbish will end up the ocean however it is also very dangerous to send any one into this space as well.

On the other hand, staff and the contractor received positive feedback regarding the prompt and thorough job completed in removing cow offal on the side of Piwakawaka Rise

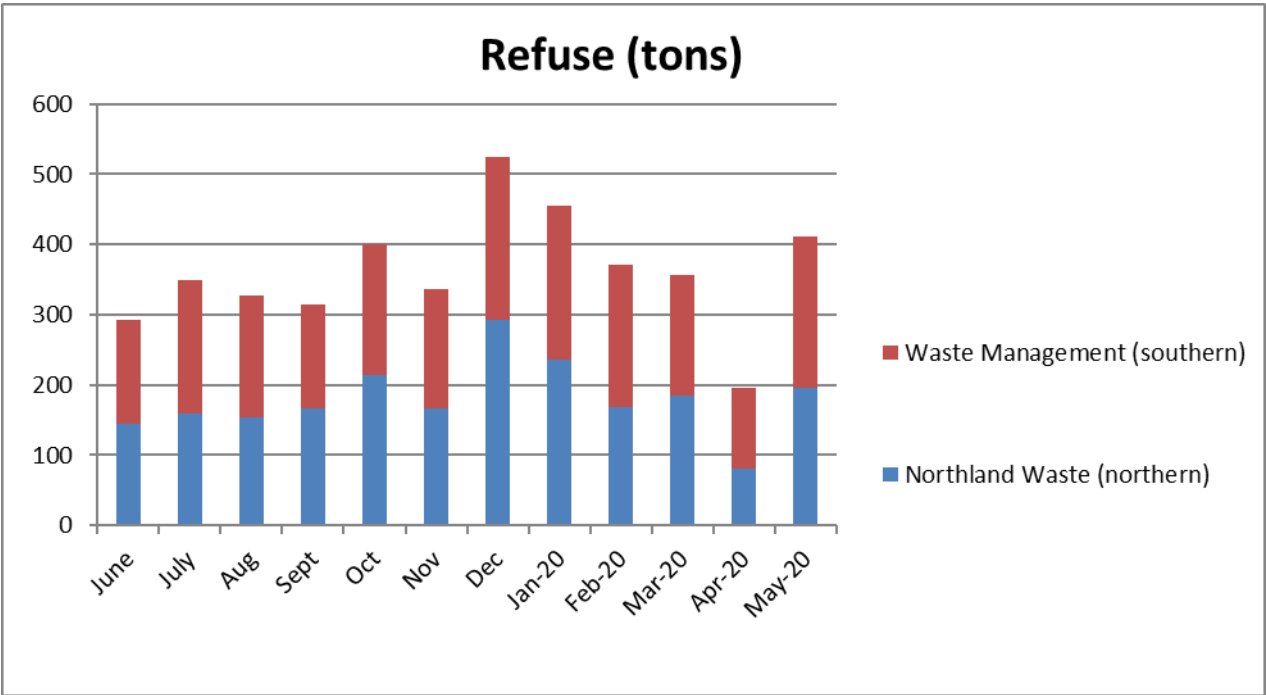
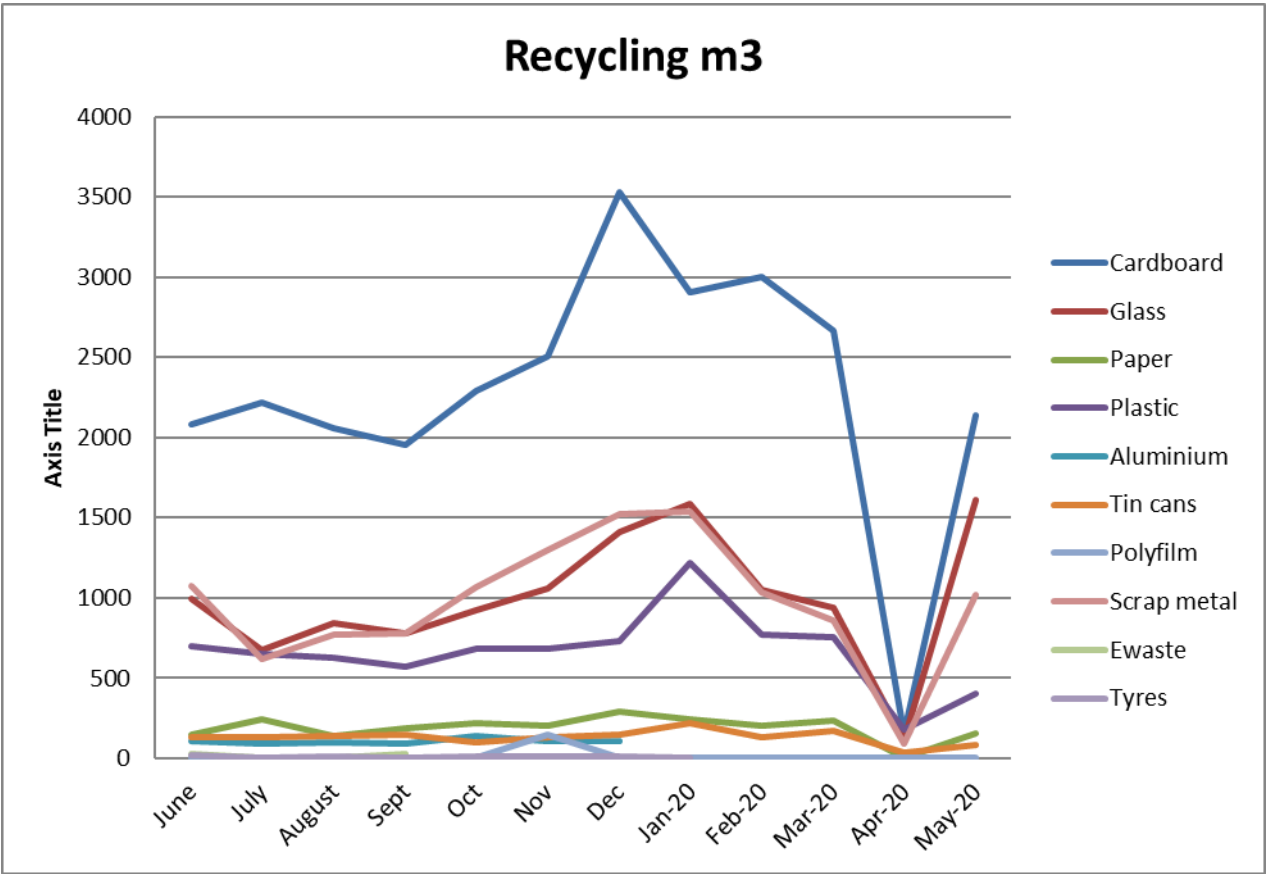
Solid Waste Contracts

Negotiations continue with the Solid Waste contractors concerning the need to extend these contracts to align with the proposed expiry date of October 2022.

Updates are as follows:

- **Russell Landfill and Recycling Centre contract** – BSL requested an additional \$24K per year to cover management and administration costs. These fees were paid as a lump sum at the beginning of the three-year contract which no longer exists although such costs are still being incurred by the Contractor.
- **Waste Minimisation and Education contract** – CBEC, the main contractor is currently working on an updated programme of works for Council staff to consider considering the impact COVID-19 has had on classroom/school education programmes.
- **Northern Waste Contract** – Northland Waste are considering a new transport and disposal rate to take waste to Whangarei now that the Ahipara Landfill has closed.
- **Southern Waste Contract** - Waste Management have agreed in principal to a two year extension under the existing terms of the contract

Solid Waste Stats for May



Civil Defence Emergency Management

COVID-19

A National State of Emergency was in place for COVID-19 from 25 March to 13 May with the seven-day declaration period extended six times. On 13 May a national transition period notice was put in place for 90 days replacing the State of Emergency.

Recovery – Discussions are underway within the Department of Prime Minister and Cabinet, Treasury and State Services Commission on key principals for a long-term recovery strategy. The National Emergency Management Agency is participating but also acknowledges this is a very different type of emergency to anything faced previously and won't know the exact form of the national approach until there is a better understanding of the full impact on communities from this event.

Drought Update

The National Emergency Management Agency is continuing to work with water providers and local councils in Northland to progress implementation of the \$10 million financial assistance package intended for delivering water for consumption, sanitation, wastewater systems, stock welfare and horticulture. In other parts of the North Island, funding has been approved for water to be delivered to Marae and isolated rural residents by tankers.

Northland Civil Defence Emergency Management Group

COVID-19

Response - The Northland Civil Defence Emergency Management Group response to COVID-19 was aligned with the national all of Government response directives. At the peak of response there were over 60 council staff from the four Northland councils working for the Northland CDEM Emergency Coordination Centre response alongside additional CDEM stakeholders representing 58 agency groups.

Welfare - The COVID-19 response was a CDEM Welfare response to support Northland communities. Response requirements included the provision of emergency household goods and services for those affected and unable to access supplies themselves. This included food, medicine supplies, bedding, clothing, potable water, baby supplies, psychological support, animal welfare, firewood, hygiene products, and accommodation. The Northland Welfare Coordination Group was activated to manage priority groups and individuals that required specific welfare support.

A Northland CDEM 0800 number was established on 31 March with the Whangarei District Council (WDC) Call Centre answering calls for assistance on behalf of all Northland councils 12 hours a day 7 days a week from 01 April for seven weeks. The Northland Regional Council call centre took over from the WDC at Alert Level 2 and continued to receive calls for assistance until 03 June. A total of 681 calls were received with 108 COVID-19 related emergency household goods and services needs directly met by the Northland CDEM Group Welfare Team supported by the three district councils.

To ensure that no-one fell through the gaps when it came to the delivery of welfare in Te Tai Tokerau, a "network of networks" was established that included existing organisations' who are already engaging or have expertise with engaging with people most at need. These networks were based on priority groups and communities identified as being most 'at risk' from COVID-19 and it's direct and non-direct affects Through network leads and the groups they represented, CDEM was able to understand any issues and provide solutions as a collective. At a national level, this concept of networks of networks was transitioned into a 'Caring for Communities' operating model. This new

operating model aims to recalibrate the welfare approach at both the national and regional/local levels going into the longer-term recovery environment.

Funding - The \$30 million funding provided by central government to support agencies, organisations and community groups to support emergency household goods and services was accessed by the Northland CDEM Group. 129 funding applications were approved in Northland with \$1,434,970.00 being invested into the region to support ongoing response operations. A large portion of this funding was provided to Te Kahu O Taonui (TKoT) for the Iwi response operations across the region. The funds spent by CDEM and district councils on meeting the welfare needs of people in the community during the COVID-19 response have now been collated and submitted to NEMA for reimbursement.

Communications - For the duration of the response, strategic communications were undertaken with the DHB, regional leaders, district councils and emergency services supporting the Northland CDEM response activities. This included managing and supporting a large group of freedom campers based in Northland across several sites during Alert Level 4 and 3. Sitreps and action plans were sent to all stakeholders for the duration of the event. Public information management was aligned with national messaging and regular updates provided to the community via the Northland CDEM Facebook page.

Lifelines - The Northland Lifelines Group reported no issues throughout the response with representatives working closely with the Group Controller.

Recovery - The Northland CDEM Group planned to transition from response to recovery at national alert level 2 on Friday 29 May. A "COVID-19 Transition Pathway to Recovery" document was distributed to NEMA and Northland CDEM stakeholders outlining the transition and recovery arrangements on 28 May. Several CDEM response operations transitioned to partner agencies business as usual operations, some operations ceased and several response workstreams became recovery workstreams of which Northland CDEM will be a partner agency and continues to support recovery arrangements moving forward. The Northland CDEM Group have contingency planning in place in case of re-escalation to Alert Level 3 or 4.

Iwi - The collaboration and support in the response phase between Te Kahu o Taonui (TKoT) representing Iwi groups in Northland and the Northland CDEM Group was very successful. These successes will be taken into the recovery space as we work together moving forward. Iwi representatives have been co-opted on the Northland Coordinating Executive Group (CEG) and are now represented on the Northland Welfare Coordination Group (WCG). Iwi are represented within the "Caring for Communities" pillar in the region on the welfare sub-group and the economic sub-group of the Social Wellbeing Governance Group (SWGG).

Business - The Northland business community has been supported by aligning with Northland Inc. As part of a regional response to the COVID-19 event, an interagency 'Social Wellbeing Governance Group' was established to identify the key areas of response to the crisis and develop plans to respond to any issues arising. Within the Social Wellbeing Governance Group, a sub-group 'Economic Recovery' has been formed and led by Northland Inc alongside representation from Iwi (Te Kahu o Taonui), Te Puni Kokiri, Ministry of Social Development (MSD), Local Government and the Ministry of Business, Innovation and Employment/Provincial Development Unit. They are soon to be joined by industry, community, rangatahi and education representatives. Supported by a smaller Working Group, the Economic Recovery sub-group are proactive in the economic recovery of Te Tai Tokerau.

Northland CDEM Group Work Programme

Now that COVID-19 is at Level 1 and the drought situation has eased, the Northland CDEM Group office is settling back into business as usual activities. However, taking into consideration the commitment required over the past 5 months to the Northland Drought and COVID-19 response, the group work program has had to be reviewed and some activities have been prioritised and others placed on hold. This has been reported on and discussed at the Northland CDEM Management Group and Coordinating Executive Group meetings 17 June.