



**Far North
District Council**

Chief Executive Officer's Report to Council

Period: 1 July 2020 – 31 August 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 July 2020 – 31 August 2020.

Welcome to the latest summary report of Council activities

Introduction from Shaun Clarke, Chief Executive

The first of July 2020 marked the beginning of another financial and performance year and offered the opportunity to take stock not only of what we had achieved last year, but also what we need to achieve for this year. Top of mind for me, and for all of us, has been how we build resilience into our water supplies, encourage economic recovery in a COVID-19 environment, deliver our capital works programme, and continue to keep our focus on Creating Great Places and Supporting Our People.

In terms of water, the Far North went from experiencing drought earlier this year to an extreme weather event in July when there was widespread rainfall across the region. From Wednesday 15 July to Saturday 18 July some areas experience more than 180mm of rainfall. Intense thunderstorms and heavy rain were felt across the region and as a result State Highway one, ten and twelve were blocked in numerous places. A number of Council roads were also blocked by flood waters, slips and downed trees. The impacts of this weather event were particularly felt by communities in Puketona, Moerewa and Waikare. Central government set up a \$30,000 Mayoral Relief Fund for Northland, to be used for those experiencing resulting hardship and it has been used to support a number of whānau in the region.

On 8 July, the Prime Minister and the Minister of Local Government announced a three-year programme for reforming three waters service delivery arrangements, to be delivered in parallel with an economic stimulus package of Crown investment. The investment package recognises that COVID-19 has put additional pressure on local government, and that the financial pressures councils are under may result in reductions to planned maintenance and renewal of infrastructure precisely when the economy needs a boost to protect and create local jobs. The package is structured to allocate money at both a local and regional level. The Far North District Council agreed to participate in the first phase of the three waters services reform programme.

New Zealand had experienced 102 days without community transmission of COVID-19, however in August Auckland experienced an outbreak. Consequently, on 12 August Auckland went into Level 3 restrictions with the rest of New Zealand returning to Level 2 restrictions. Travel restrictions and Tai Tokerau's proximity to Auckland once again meant the impacts of COVID-19 were felt across the District.

Central government funding for infrastructure investment continued and during this period \$7 million was confirmed for a Council-led project to build a cycle trail and shared path linking Ahipara, Kaitia, Awanui to Te One Roa A Tohe (90 Mile Beach) and Te Rerenga Wairua (Cape Reinga). Kerikeri received \$8 million in funding for recreational amenities. Of this, \$3 million was earmarked to improve Kerikeri Domain in line with its Reserve Management Plan, while \$2 million will help develop sports fields and facilities at a new site in Waipapa. Another \$2.45 million will help redevelop a jetty and boat ramp at Rangitane, while \$550,000 will go towards a sculpture commissioned by Te Rūnanga o Ngāti Rēhia. Designed by Chris Booth, Te Haa o Te Ao (The Breath of the World) aims to raise awareness about climate change. \$1 million was allocated to the development of Animal Shelters. This investment in our District will make it easier to do business here, increase our employment opportunities and help our economy weather the COVID-19 global downturn.

The start of a new performance year saw staff assess their performance over the preceding twelve months and develop new annual Key Performance Indicators. Our focus on supporting our people

meant we have also had a focus on staff having professional development plans. We also had the opportunity to recognise individuals in our IT team, Democracy Services and Customer Services for going above and beyond through the Love Your Work awards.

As a Progressive Council, we maintained a focus on digital ways of working captured in the Creating Great Workplaces initiative. An evaluation of the initiative to date found there were productivity and wellbeing gains that could form part of our operation rhythm. Engagement was enhanced with a staff reference group being initiated, and three important leadership qualities when working in a digital environment were identified – People First, Agility and Accountability. Attention was turned to what future office space requirements should be if we continue to work in a more flexible and digital manner.

With the Annual Plan having been set, focus turned to the Long Term Plan (LTP) with seven workshops being held during this reporting period to establish strategic priorities and seek capital works direction and input. A digital Elected Member lounge was developed to support their engagement on the LTP. Council also launched an election system survey asking residents to choose how the Mayor, Councillors and Community Boards are elected, giving the two voting systems – First Past the Post (FPP) which is the current system, or Single Transferable Voting (STV). A total of 637 submissions were received with 406 opting for STV, and 231 preferring to remain with FPP. Based on this, Council voted to switch to STV on 13 August.

Achievements during this reporting period include:

- Commencing conversations with Elected Members on their personal professional development planning.
- Adoption of the Nothing But Net Far North digital strategy.
- The ICT teams from the four Northland Councils have joined together to form the 'Northland Digital Collaboration Alliance', initially focusing on cybersecurity knowledge sharing and collaboration.
- The removal of remaining water restrictions in the district.
- e-LIM applications being made available online to the public.
- The My FNDC portal went live allowing members of the public to lodge a request for service online including via mobile devices.
- Launched in July, the public can now pay their infringements online through the FNDC website.
- Community Boards agreed to the 2020/21 New Footpaths Programmes.

Operational performance during this period saw:

- 19.35% decrease in financial counter stats for Service Centres.
- 31.90% increase in visitors to Service Centres.
- 3.72% decrease in calls to the Contact Centre.
- 11.50% increase in AskUs emails.
- 9.09% decrease in Building Inspection bookings.
- 8% decrease in i-Site visitor numbers.
- 21% increase in i-Site retail revenue.
- 17% decrease in i-Site transaction spend.
- 4% decrease in i-Site transaction numbers.

- 12.4% decrease in eBook and audiobook downloads reflecting less eBook use post-lockdown
- 46.96% increase in library website sessions reflecting increased customer familiarity with the new system

Also of note:

- 1,764 Requests for Service were received by Environmental Services and 1,786 were closed
- 885 Requests for Service were received by Animal Management with 98% responded to on time
- 83 dogs were impounded across the District with five dogs rehomed through the Council's website and six dogs transferred to the Bay of Islands Animal Rescue for re-homing.
- 4 infringements were issued to dog owners for offences
- 181 noise complaints were received
- 92 Parking Infringements issued with a total \$ value of \$2,740
- 90 swimming pools inspections were carried out with a 50% fail rate
- 62 Building WOF audits were undertaken
- 228 RFS' were received by Building Compliance
- 32 Notices to Fix were issued for breaches of the Building Act
- 7 Infringements were issued for building-related breaches
- A further 10 exemptions were issued, and eight Certificate of Acceptance approved
- 171 resource consent applications were received
- An average of 84.5% of resource consents processed within statutory timeframes
- 300 building consents were received
- The BCA issued 219 building consents
- 98.78% of building consents were issued within the legislative timeframe of twenty working days.
- Hokianga Ferry (Kohu Ra Tuarua) revenue received for July was \$ \$33,966.44

Governance

Local Body Elections

The by-election to fill the vacancy in the Whatuwhiwhi subdivision commenced during the period. Voting closes as at midday on Thursday 17 September and results announced thereafter. There are four candidates in the running:

- Eddie Bellas
- Boyd Rupapera
- Whetu Rutene
- Bill Subritzky

Elected Member Professional Development Plans

At the CEO's request, in late July an invitation was extended by the General Manager - Corporate Services to the Mayor and Councillors to participate in a professional development conversation. The intent of the conversation was to discuss an individual development plan for 2020-21 to ensure Members are being supported with the appropriate development and training opportunities for their role as an Elected Member, but also as either Chair or member of Committees, or as a Portfolio Holder.

The response was very positive and those who took up the invitation had discussions during the month of August. Individual plans have been set for those Members, provided to them and bookings are already underway at the time of writing this report.

It is recognised that not all Elected Members wish to have formalised professional development at this stage, but opportunities will be provided to all in terms of Te Ao Maori and Governance Basics in this financial year.

We decided to check with LGNZ Equip regarding the approach we adopted and they support the proactive way in which we are working with Members to provide a bespoke training and development package.

Looking ahead, an invitation will be sent out in April/May 2021, inviting the Mayor and Councillors once again to discuss their development needs for the upcoming financial year. This will allow time for appropriate development interventions to be researched, budgeted for and set for 2021-2022.

CEO Office

People and Capability

Annual Competency Reviews

The first of July saw the start of annual competency reviews for all FNDC employees. This is stage three implementation of the framework that was introduced in 2019 to provide consistency and transparency in remuneration across the organisation. These reviews are linked to individual development plans to ensure that the competency of all our people enables them to achieve or exceed their performance goals.

Key Performance Indicators (KPIs) Performance Goals FY 20/21

KPIs for this financial year are approaching completion across all groups. Unlike previous years, these KPIs are required to accommodate the uncertainties brought about by COVID-19. This will be done by formally reviewing the goals set every 90 days to allow for any changes in focus. These reviews will be initiated by our performance management system, Mariner 7, which will capture and record details throughout the financial year.

Infrastructure & Asset Management Services

Leadership support for the asset management and infrastructure planning teams has been provided through a consultant filling in for a vacant leadership position in the group. The arrangement is being reviewed mid-September. A Manager – Major & Recovery Projects position was created and a staff member from this group seconded into the role to oversee the delivery of infrastructure projects that have received government funding.

Remote Leadership Capabilities

Supporting leaders in the Council transition to flexible / remote working is a key focus for the Great Workplaces project team. A workshop has been developed that looks at three key leadership capabilities; People First, Agile and Accountable with a focus on supporting remote teams. Invitations for this workshop have been sent for late September when it is hoped that all leaders will attend.

Corporate Services Group

It is proposed that the Manager – Business Development will be transferred to the Infrastructure and Asset Management Group, so that support is in place for shovel ready projects. The key responsibilities and accountabilities are being finalised for this important role.

District Services Group

The team reporting to the Team Leader – Building Consents Support, who sadly passed away, have been distributed amongst the leadership team within the department. Feedback received has suggested that staff are feeling supported and are aligned with the functions they now report to.

Creating Great Workplaces – Employee Engagement Group

People & Capability are coordinating the Employee Engagement Group for the employment relations workstream generated by the Creating Great Workplaces project. Membership of the group has been confirmed, comprising of Tier 3 & 4 leaders, PSA and Employee Reference Group staff members.

Staffing, Salaries and Training

Current Staffing Levels

Actual Full Time Equivalent (FTE) at 31 August 2020	Annual Plan Establishment (FTE)
345.59	377

Salaries and Training 2019-2020

Financial Performance as at 31 August 2020	YTD Actual	YTD Budget	YTD Actual vs Budget	Annual Budget
Salary Costs	\$4,551,036	\$4,686,482	\$135,446	\$30,452,195
Training Costs	\$56,199	\$114,074	\$57,875	\$901,179
Trainings as a % of Salaries (Sector average is 4%)	1.2%			3.0%

Vacancies

Department	Vacancies currently being Advertised / Pending (FTE)	FTE Available
CEO/Communications/People & Capabilities	3	2
Corporate Services	5	5.3
District Services	7	13.03
Infrastructure & Asset Management/NTA	6	9.8
Strategic Planning & Policy	2	2
FNDC TOTAL (FTE) * inc part time & full-time permanent staff	25	32.13

Customer Service

Customer Experience Programme

Closed Requests For Service (RFS) – Customer Satisfaction Index (CSI)

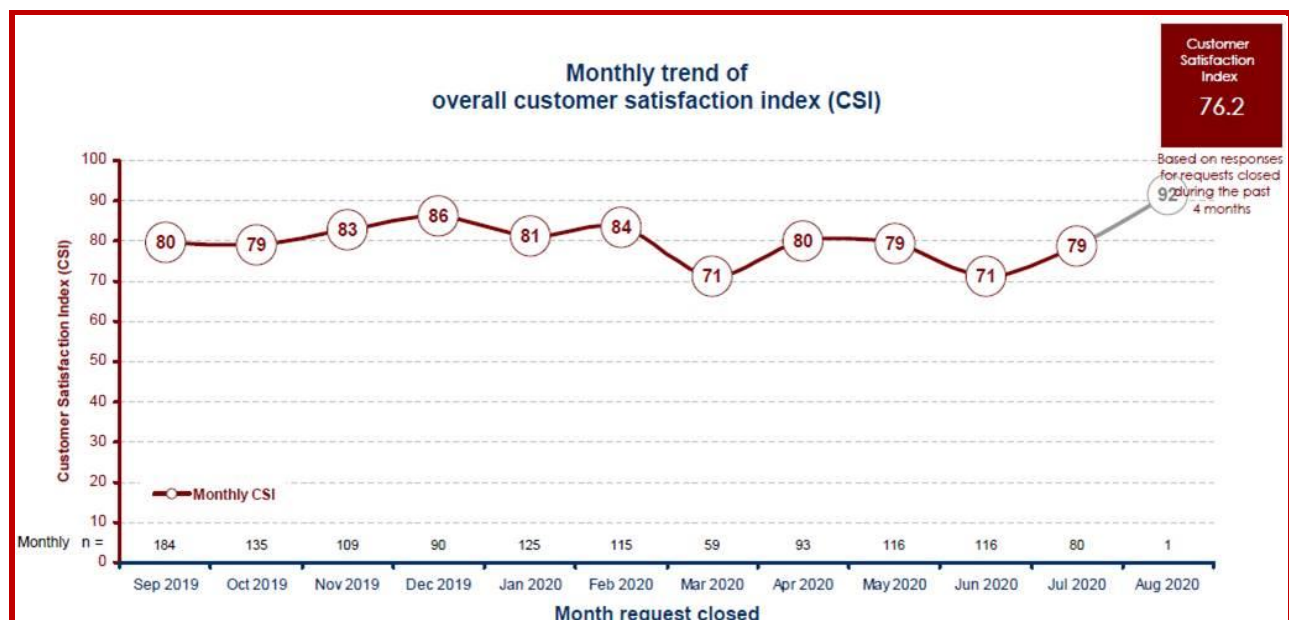
The scores provided below are for the four months ending 31 August. Since COVID-19 we have seen a significant drop in our response rates. The CSI data includes responses from May when we had returned to our normal operating rhythm however our customers feedback behaviors have changed and our response rates have dropped significantly which maybe affecting the ratings (for example we currently have 313 responses in this sample compared to 553 at this time last year). We have experienced this drop across all our CSI Programmes.

Our response levels:

- Overall CSI for Requests for Service: 76.2 (0.13% increase)
- Overall satisfaction making the request: 77.3% (1.16% decrease)
- CSI for requests made via the After-Hours provider: 66 (18.18% decrease)
- CSI for library services: 91 (1.32% decrease)
- CSI for visits to i-SITEs and Service Centres: 98.9 (0.2% decrease)

Monthly CSI Trend for closed Requests for Service:

Overall Customer Satisfaction Index (CSI)



N.B. Performance indicators for the most recent reporting month should be interpreted with extreme caution because of survey response time lag (3-4 weeks).

Other measurement programmes

The scores provided below are for the six months ending 31 August. As noted above we currently have approximately half of the responses compared to this time last year (building inspections services were affected by lockdown).

Our response levels:

- CSI for Building Inspection Services: 57.2 (21.96% increase)
- CSI for Building Consent Process: 67.5 (2.96% decrease)
- CSI for Resource Consent Process: 66.3 (3.77% decrease)

The current focus of the Customer Experience Improvement Programme is being reviewed to ensure alignment with other organisation initiatives:

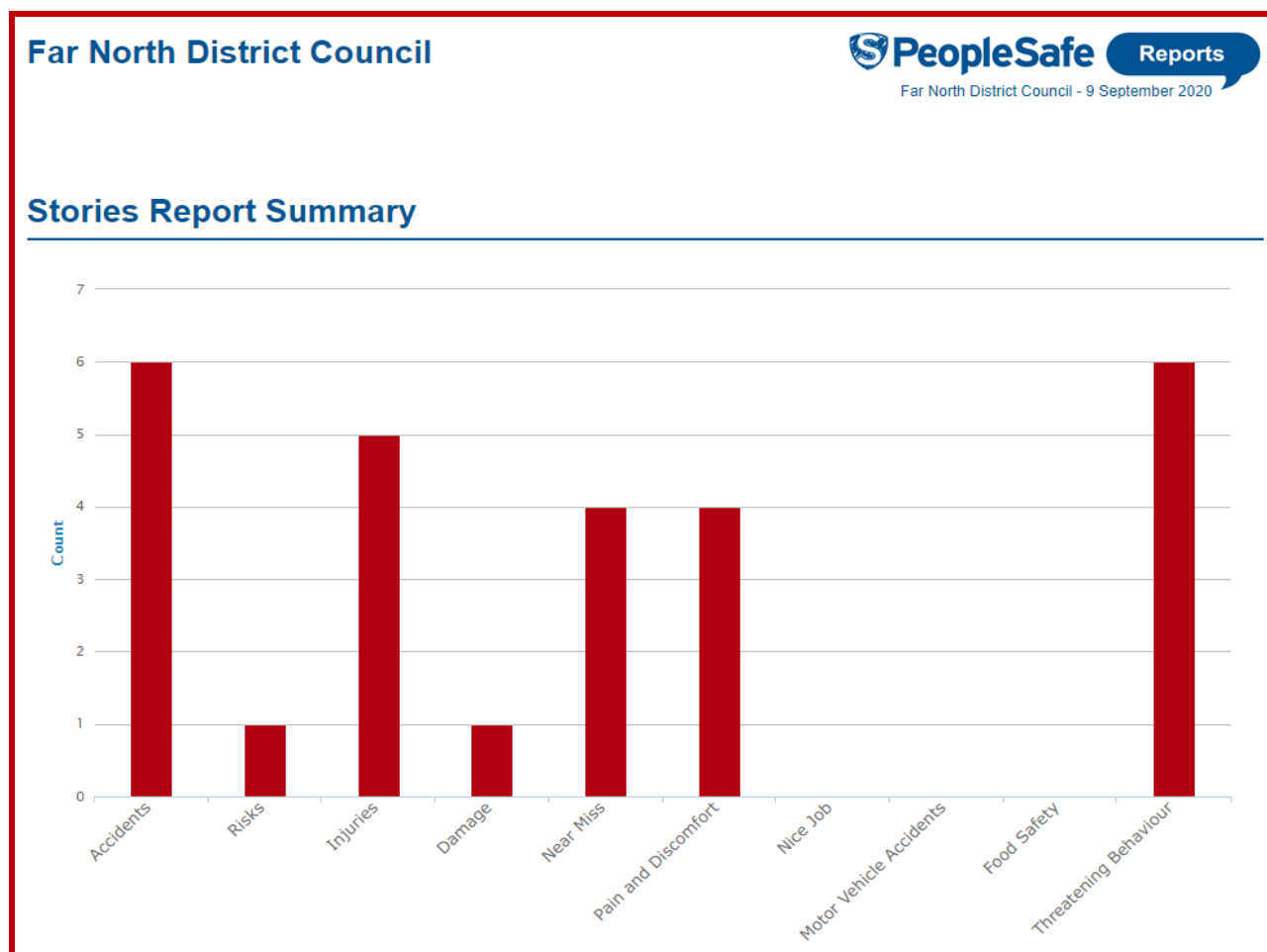
- Ensuring a customer focus during Great Workplaces remote working changes
- Investigating tools and methods to gather and utilise customer feedback to improve the customers' experience
- Developing a programme of work to ensure customer experiences are improved by our processes and systems
- Implementing system improvements following the Transport team customer journey diagnostics

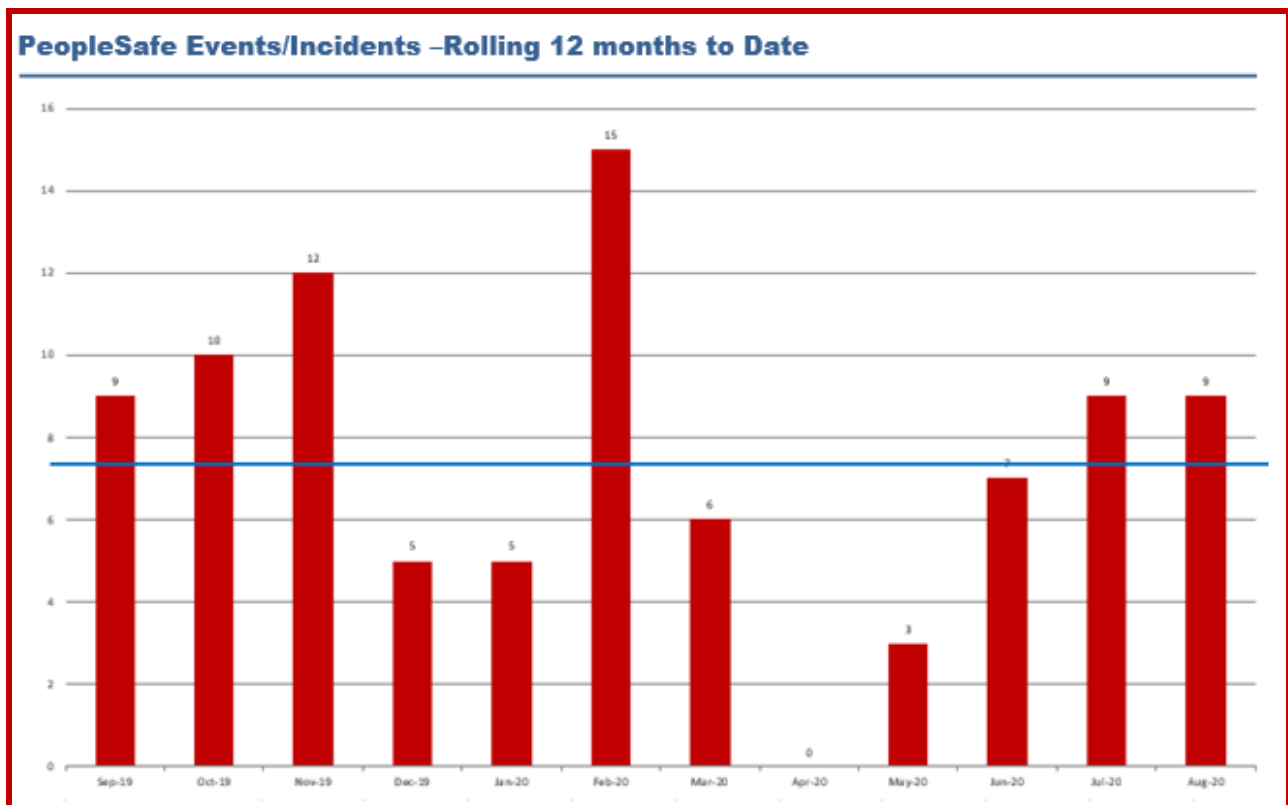
Health, Safety & Wellbeing (HSW)

Summary of Activities

- Continued re-supply of COVID-19 pandemic personal protective equipment and office hygiene items to staff who work in the field or who have transitioned back to office work throughout the reporting period.
- Workplace First Aid (Level 2) training and certification delivered 20 front line staff while in Alert Level 1.
- Ongoing HSW support to Creating & Enabling Great Workplaces, with coordination of ergonomic furniture to remote working staff and specialist Health & Safety advice in policy development.
- H&S inspections undertaken at the Broadway Swing Bridge and Kerikeri Water Treatment Plant with Infrastructure Capital Works team and contract partners.
- Lone Worker Safety Solutions & Vehicle GPS Project contract was awarded to Direct Safety Limited and eRoad (joint bid). Commencement of project delivery well underway and on track at time of this report being written.

PeopleSafe Stories Types during the reporting period





During the two-month reporting period there were 19 PeopleSafe incidents/events told, covering 27 story types. The average number of incidents per month continues to drop and sits at seven incidents/month. With staff continuing to return to pre COVID-19 lockdown roles, reporting has increased compared to the May-June reporting period and that trend has continued.

Communications

The Annual Plan 2020/21, COVID-19 economic recovery funding and the mid-July storm were focus areas for the Communications Team during July and August. Key outputs included:

- Nineteen media releases. Three of these were about the Te Hiku Community Board byelection and three were about the impact the storm in mid-July had on Council infrastructure. The rest were about:
 - The Adoption of the Annual Plan 2020/21
 - The scrapping of library fines for children and teenagers
 - A community survey about whether to replace the First Past the Post (FPP) electoral system with Single Transferable Voting (STV)
 - Plans to develop public access to a boat ramp at Rangitoto/Windsor Landing
 - The closure of the Hundertwasser Toilets for repairs
 - The removal of remaining water restrictions in the district
 - Government plans to allocate another \$9 million to infrastructure projects in the district
 - The commissioning of Kerikeri's new water treatment plant
 - Plans to suppress dust on 56 roads this summer
 - Council support for a new fire station at Karikari peninsula
 - Council support for a playground planned for Kerikeri Sports Complex
- Responding to 50 media enquiries. The top three topics of enquiry were the impact the mid-July storm had on Council infrastructure, dog control issues and Council water supplies
- Eleven mayoral blogs/newspaper columns about the Annual Plan, survey on whether to introduce STV voting, COVID-19 economic recovery funding, the storm in mid-July, CouncilMARK, the COVID-19 pandemic and the Innovating Streets Fund
- Six, full-page newspaper adverts about the Annual Plan 2020/21, electoral system survey and the Council's COVID-19 economic recovery projects
- One, four-page newsletter for inclusion with the first rates bills of 2020/21
- Fifty-five Facebook posts, helping to increase the number of people who 'like' the Council's Facebook page to 5,727 people
- Nine editions of *The Weekender*, a weekly summary of key Council achievements and economic recovery news
- Weekly Chief Executive communications to staff.

Strategy

Corporate Planning

Long Term Plan (LTP)

Although the LTP was underway early this year, the COVID-19 lockdown prompted a re-think due to time lost to final Annual Plan adjustments. Since adopting the Annual Plan, the LTP pace has increased substantially, with seven workshops held during July and August 2020 to establish strategic priorities and seek capital works direction and input.

Early engagement planning has been progressing in the background, with the development of digital tools to enable focused collaboration with Elected Members without the need for excessive workshops. Lounge material was developed in a dual-purpose manner to facilitate quick transition to community engagement.

Soft LTP engagement is due to begin in the first week of October 2020, with three topics:

- Community outcomes aligned with the four aspects of community wellbeing
- The six key issues facing the District that the LTP needs to begin addressing over the next ten years with planned key interventions
- Options for the rates review – the pros and cons of a number of changes we could propose in formal consultation

Infrastructure and Financial Strategies have progressed significantly alongside the development of opex budget packs that will be the subject of work in September and October, heading towards establishing a proposed financial position by mid-November. The plan is to achieve audit readiness by mid-December before Audit activities begin in January next year.

Strategy Development, Bylaws and Policies

Far North 2100 District Strategy

On 16 June 2020 staff took the community board members in attendance at the combined community board meeting through the Microsoft SharePoint Far North 2100 website. The site was left open for feedback from the community board members for ten days following the workshop.

After discussion with members of Te Kahu o Taonui staff decided to approach the iwi chairs and Chief Executive Officers for their support in principle for Far North 2100. A paper was developed for Te Kahu o Taonui explaining Far North 2100 and how this is a prerequisite for near term and long-term strategic infrastructure and land use planning for Council. The paper is scheduled to be presented by Far North District Council Rangatira to Te Kahu o Taonui on 8 September 2020.

The approach to the development of Far North 2100, a strategy for the District, will continue as follows;

- hui with iwi/hapū partners that will utilise a live illustration method to develop objectives and strategic opportunities.
- the development of a draft Far North 2100 Strategy to be endorsed by iwi/ hapū prior to approval by the Strategy and Policy Committee to go out for public consultation. and
- public consultation on a draft Far North 2100 Strategy

Transport Strategy

The Draft Integrated Transport Strategy Programme Business Case was revised in July 2020 to satisfy New Zealand Transport Agency's review. The updated Programme Business Case was then issued to Elected Members.

The ten-year cost staging of the recommended programme of work was adjusted to accommodate affordability concerns in the first three years arising post-drought, post-pandemic and from Northland Transport Alliance indications regarding the need for substantial further investment in maintenance operations and renewals.

The programme of work is now being considered as part of the Long Term Plan transport capital programme workshops.

Climate Change

With the adoption of the Far North District Council Climate Change Roadmap on 7 May 2020 staff have progressed the following initiatives identified in the roadmap;

- Continued with the development of a baseline carbon footprint for Council that will be used to inform a carbon footprint reduction programme for the 2021-31 Long Term Plan.
- Seeking advice on the financial and legal risk to Council as a result of climate change. This advice will initiate and inform the development of policy that will guide and include climate

change in Council decision making processes.

- Increased the Far North District Council's involvement in the development of a regional adaptation strategy by including staff from the Te Hono Department on the Climate Adaptation Te Tai Tokerau Group which includes representatives from all the Councils in the Northland Region.

On 30 July 2020 the Strategy and Policy Committee approved Councillor Clendon as the Far North District Council representative and Councillor Stratford as an alternative on the Joint Committee of the Councils in Northland that will oversee regional climate change adaptation strategy development and the execution of the resulting work programmes across the Northland Region. The Strategy and Policy Committee also resolved to ask Te Kahu o Taonui to nominate a representative and alternative as the Far North District tangata whenua representative on the Joint Committee of Councils.

Regional Accessibility Strategy

Initial scoping of a project to create a Regional Accessibility Strategy commenced in July 2020. This project is being led by Whangarei District Council.

Bylaw Programme

During the reporting period staff continued to research and review the core problems and issues that were covered in the bylaws that were identified as revoked in April 2019. This research has included extensive interviews with internal subject matter experts as well as the engagement of external legal and subject matter experts. This research is considering what was regulated in the following revoked and due to be reviewed bylaws;

- Control of the use public places 2010.
- Keeping of animals, poultry and bees 2007.
- Vehicles on beaches 2015. This review is aligned with the implementation of the Te Oneroa a Tohe beach management plan.

As per the resolution of the 21 May 2020 Council meeting staff have continued to work on statement of proposals and draft bylaws that will address the problems regulated in the following revoked bylaws;

- Council controlled parks and reserves.
- Vehicle crossings.
- Trading in public places.

Staff have continued the planning and initial research to create new bylaws that will replace the following bylaws whose review dates have now passed;

- The Parking and Traffic Control Bylaw.
- The Water Supply Bylaw.

Staff at the Northland Transport Alliance have continued to revise the roll out of speed limit signage across the Okaihau-Kaeo-Waimate North Review area. The final recommendation to amend the

speed limits bylaw and commence the deployment of the new signage in the review area is now planned to come to the 20 October 2020 Strategy and Policy Committee meeting.

Iwi/ Hapū Relationships

As part of Council's review of its electoral options, staff ran a workshop on Māori representation. The workshop included reading material and invited guest speakers. This was the second of three workshops aimed at providing Council with information around electoral options and Māori elected members of Council.

The Te Oneroa-a-Tōhe Board met in August 2020 and endorsed a draft Beach Management Plan. The plan was supported by Council representatives after receiving positive feedback at the July 2020 Council workshop.

The Beach Management Plan must now undergo a formal consultation process as stipulated in the Treaty settlement legislation. The consultation period will run for 20 working days, commencing Monday 14 September 2020 and running through to Friday 9 October 2020. Hearings have been scheduled for late October 2020.

Staff from across Council have been working closely together on the procurement of Cultural Impact Assessments and tangata whenua engagement for the Kohukohu and Opononi Waste Water Treatment Plants; Kaitia water resilience project, Matawii water storage, Taipa Waste Water Treatment Plant Environment Court Recommendations – including cultural induction and tangata whenua engagement.

Staff continue to process remission applications and look for opportunities for Māori land development. This includes working closely with the Māori Land Court on issues that impede the development of land and information sharing agreements.

Community Wellbeing

Community Development & Funding

Council adopted the Nothing But Net Far North digital strategy at the 13 August Council Meeting and committed to delivering on the strategy as part of the 2021-2031 Long Term Plan.

Staff have received confirmation from America's Cup Events that all nine communities that self-nominated to host official America's Cup FanZones in March 2021 have been approved. They are:

- Mangonui Cruising Club
- Otehei Bay
- Urupukapuka Island
- Opuia Cruising Club
- Turner Centre Kerikeri,
- Waipapa Business Association and Waipapa Lions Club
- The Duke Tavern Russell, Business Paihia
- Bay of Islands Yacht Club Waitangi
- Towai/Maromaku Residents and Ratepayers Association Towai.

Staff will work closely with these communities to ensure these events are successful.

The Events Investment and the Infrastructure Grant funding rounds have been completed. Both funds were oversubscribed, and projects funded range from boundary fencing for Matihetihe Marae in the Hokianga to AstroTurf for the Coopers Beach Bowling Club.

Staff are working with the Hokianga community to advance the Rawene Campus. Key infrastructure issues have been identified and a way forward has been agreed on by all parties. The aim is to have the campus operational in time for semester one of the new academic year (2021).

Staff continue to work with the Towai-Maromaku community to deliver on their community plan projects, including the establishment of a Sunday makers market, a project that has become more urgent due to local job losses caused by COVID-19.

Community Placemaking

Te Hononga will be opened by the Prime Minister on October 9 2020. The latest lockdown has put the pressure on, and a number of staff are working hard on this project to ensure the building, area, carpark and surrounds are completed in time.

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 s247 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's appeal, by agreeing to regulate the use of genetically modified organisms in the coastal marine area.

The Environment Court issued a consent notice on 5 August 2020 identifying that the parties have now agreed that the appeal can be resolved by amending the provisions governing genetically modified organisms in the Proposed Regional Plan. This successful appeal has enabled a consistent management framework for Northland's territorial authorities and regional council. The pathway of the appeal represents an outcome achieved a lesser 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

Development of the new District Plan

Further development of the new District Plan progressed through August 2020 including a second workshop with Elected Members to provide increased awareness and understanding of draft proposed tangata whenua provisions, including a Māori purpose zone, statutory acknowledgement areas and frameworks for papakainga housing.

Work, which is continuing on the rural environment, will be presented to Elected Members in workshops in September, October and November 2020. This will include reference to the proposed new National Policy Statement Highly Productive Land (NPS HPL) that will not be gazetted until April 2021, but the likely policy direction will be represented in the proposed horticulture zone for the rural environment.

Operative Digital District Plan

New National Planning Standards require an integrated GIS District Plan within five years. The new District Plan is being authored in a digital plan format that complies with the new planning standard. The operative plan is being moved into the same format to provide earlier realisation of customer service benefits. This will assist duty plan queries which average 5000 calls per annum.

The transition of the operative plan to the digital format took a large step in August 2020 with the integration of the plan text with plan maps. This means that the operative digital plan will be fully searchable and can have provisions filtered to property level via integrated GIS.

The digital format will be shown at a Practitioners meeting in September 2020 to allow for awareness of the new format ahead of being made available to the public before the end of the year.

Northland Forward Together

The key priorities for the CEs and Mayoral Forums are; the government waters reforms, climate change, regional economic development and further enhancements to the Northland Transport Alliance. Keen interest is also given to; solid waste and upcoming reforms in the sector.

Three carry over projects from the previous financial year; PGF and government funding, Digital Enablement and Regional ICT continue to be progressed and monitored. The CEs and Mayoral Forums also are keen to progress two regional strategies; Regional Economic Development and a Regional Accessibility Strategy.

Below is a snapshot of the ten work streams and the progress that has been made since previously reported.

	Prioritised Projects	Lead Council	Status	Progress made and actions
1	Four Waters	WDC	In progress	<p>Key Priorities are: Government Three Waters Reform and Potential Amalgamation.</p> <p>In July 2020 government released the Three Waters Reform Programme. The Government/Local Government Joint Steering Committee hosted an event to take Northland Councils through the proposed reforms.</p> <p>At the Northland Forward Together/Zone One 28 July 2020 meeting, further details about the reforms were discussed by Malcolm Alexander with a presentation from Whangarei District Council.</p> <p>Tranche One 2020-2021 – Council agreement to Memorandum Of Understanding (MOU), work with government, funding stimulus released to participating Councils and progress sector on entity design consideration. Government plans to introduce legislation.</p> <p>Tranche Two 2021 - 2022– Councils opt into to multi-regional groupings and commence re-establishment planning and the release of further stimulus funding.</p> <p>Tranche Three 2022 - 2023 – Formation of new entities and a further release of stimulus funding.</p> <p>The feedback from Elected Members at the meeting supported being in the tent with government, signing the non-binding MOU by the 31 August 2020 timeframe and putting forward a Northland solution that (at this stage) is seen as a better proposition for the Region.</p> <p>Far North District Council has signed an MOU to work with government regarding sector entity design, in return for funding. A small amount of the funding received by Northland Councils will go towards funding a formal Section 17A service delivery review of the sector. This will to be undertaken by external consultants in conjunction with Northland Councils.</p>

				The review will consider suitable service delivery entities for asset owning and non-asset owning delivery of services to the region.
2	Refining the Northland Transport Alliance (NTA)	WDC	In progress	<p>Key Priorities are: Health and Safety, Human Resources, ICT and Auckland Motorways model</p> <p>ICT Enhancements</p> <p>Prior to COVID-19 lockdown a Proof of Concept (POC) was completed to evaluate the benefits of operating the NTA within a separate Office 365 tenant. The POC included a subset of the NTA team to ensure there was enough understanding of function required to support the NTA shared environment. There were two main areas that the POC was aiming to achieve.</p> <ul style="list-style-type: none"> • The first was to provide the NTA with a single identify with a common email identify given the ongoing confusion with NTA staff with different Council domains interacting with the public. • The second was to ensure that staff within the NTA have a common and easy ways to collaborate with each other with documents and other activities as part of their programmes of work. <p>Several of the NTA staff are still using the O365 environment within some of the members Councils environments due to the COVID-19 lockdown and response. Further discussions are still occurring with next steps post COVID-19 lockdowns.</p>
3	Climate Change	KDC	In progress	<p>The groups key focus currently is the development of a regional adaptation strategy and the implementation of a regional governance structure.</p> <p>Progress was discussed at the last Mayoral Forum on 25 May 2020, with further consideration to be given to the inclusion of Maori/Iwi.</p> <p>Hazard mapping is also underway particularly the Kaipara Harbour. Key areas of work are:</p> <ul style="list-style-type: none"> • Risk screening from a Local Government perspective • Working with communities to develop long-term adaptation changes re land use • Regional Council input to the supply of technical Council • Central Government national risk assessment <p>A presentation was made to the Northland Forward Together Zone One workshop 28 July 2020. This was received with mixed reaction, but was overall supportive.</p> <p>A governance model is to be proposed to the CEs Forum in the first instance.</p>
4	Regional Economic Development	FNDC	In Progress	<p>The key priority is the re-organisation of Northland Inc. to a Regional Joint CCO.</p> <p>To date NRC, FNDC, and KDC Councils have approved funding for the 20/21 Annual Plan and to include the proposal in their respective Long-Term Plan consultation process.</p> <p>WDC declined to participate in the re-organisation of Northland Inc. at their Council meeting on 27 August 2020.</p>

				<p>Consideration is now being given to Northland Inc. being a Joint CCO with NRC, KDC and NRC. Initial thought is the financial contributions from each Council would remain the same as the original proposal with discussion in progress regarding shareholding and voting rights. The structure will enable WDC to become a shareholder in the future.</p> <p>A proposed joint working party is currently being set-up. That working party will have input into the appointment of Northland Inc directors and input into Northland Inc's statement of intent for the 2021-2022 financial year.</p> <p>Thought is also been given to the communications and developing a standard Long -Term Plan consultation “piece” that can be utilised by all Councils.</p>									
				Projects Carried over from 2019									
5	PGF and CIP Funded Projects	All	In progress	<p>The key priority is securing PGF and CIP funds for strategic projects and projects that enable employment creation and sustainable business.</p> <p>Key Announcements are: On 1 July 2020 government announced \$150M for Northland “Shovel Ready” projects for Northland.</p> <table><tr><td>Ngawha Innovation and Enterprise Park</td><td>\$19,500,000</td><td></td></tr><tr><td>Lindvart Park Kaikohe (Shovel Ready)</td><td>\$6,000,000</td><td><ul style="list-style-type: none">• Co-funded with FNDC• 35 jobs expected</td></tr><tr><td>Kerikeri Enhancements (Shovel Ready)</td><td>\$9,000,000</td><td><ul style="list-style-type: none">• \$3m to rebuild and rejuvenate the Kerikeri Domain• \$2m to help develop land at Waipapa into sports facilities• \$1m to create two new animal shelters• Far North Holdings Limited: \$2.45m to rebuild the Rangitane Wharf• NZTA and local stakeholders: \$550k to build a sculpture at the entrance to Kerikeri• Up to 100 jobs created</td></tr></table>	Ngawha Innovation and Enterprise Park	\$19,500,000		Lindvart Park Kaikohe (Shovel Ready)	\$6,000,000	<ul style="list-style-type: none">• Co-funded with FNDC• 35 jobs expected	Kerikeri Enhancements (Shovel Ready)	\$9,000,000	<ul style="list-style-type: none">• \$3m to rebuild and rejuvenate the Kerikeri Domain• \$2m to help develop land at Waipapa into sports facilities• \$1m to create two new animal shelters• Far North Holdings Limited: \$2.45m to rebuild the Rangitane Wharf• NZTA and local stakeholders: \$550k to build a sculpture at the entrance to Kerikeri• Up to 100 jobs created
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				<p>\$14M for the Far North (Shovel Ready and PGF)</p>	<p>\$14,000,000</p>	<p>\$10.8M for Shovel Ready Projects</p> <p>\$7m to FNDC build a cycle trail and shared path + iwi art at entrance to each town: Up to 80 jobs</p> <p>\$1.8m to Hē Korowai to develop sites for 24 houses relocated from Auckland. 26 civil works jobs, + refit of the houses will employ: 10 trade students, 6 tradespeople & 5 support staff.</p> <p>\$1m to Far North Holdings to upgrade Pukenui Wharf (Houhora Harbour). 20 jobs across professional and maritime services and construction.</p> <p>\$1m to Far North Holdings to upgrade Unahi Wharf (Awanui). 16 jobs</p> <ul style="list-style-type: none"> • Worker Redeployment, \$2m – up to 27 jobs • One Billion Trees projects, \$381,550 1BT • National Land Transport Fund, \$922,000 for a new roundabout at the intersection of Mathews Ave and State Highway 1 in Kaitaia. 	
				<p>1 Billion Trees for the Hokianga IBT</p>	<p>\$267,000</p>	<p>\$267k to Fund a co-ordinator for three years</p>	
				<p>Accord with Te Hiku</p>	<p>\$8,000,000</p>	<p>As part of the COVID-19 Response and Recovery Fund Foundational Package announced earlier this year, \$8 million over two years has been earmarked to support this work programme. Initiatives aimed at improving wellbeing outcomes for Te Hiku whānau, particularly in the response and recovery from COVID -19.</p>	
				<p>Significant Maori Sites</p>	<p>\$8,750,000</p>	<p>\$1.7m to Ōhaeawai Community Cultural Centre to restore and rejuvenate 1845 Battle of Ōhaeawai</p>	

				<div><div>in the Far North (PGF)</div><div></div><div>sites at Ngawha. Around 10 jobs will be created for the work, and further long-term jobs should result through increased visitor numbers</div><div>\$1.67m for Marae renovations at Taheke, Parawhenua, Te Rito and Tuhirangi marae. 33 jobs for local tradespeople and contractors</div><div>\$2.25m grant and loan for Ngāti Rangi Ahuwhenua Trust to establish a mānuka plantation and harvest wild plants</div><div>\$3.2m to Reconnecting Northland Trust for fencing waterways and riparian planting. Jobs mentioned but numbers not specified.</div><div>\$2.0m grant to the Ruapekapeka Trust for signage and Pou at Ruapekapeka historically significant Pa site.</div></div>																									
				<div>Key Announcements from the Crown Infrastructure Partners fund are:</div> <table><tr><th>Project</th><th>Total Value of Project</th><th>Amount being Funded</th></tr><tr><td>FNDC Jettys</td><td>\$500,000</td><td>\$450,000</td></tr><tr><td>Animal Shelters</td><td>\$1,000,000</td><td>\$1,000,000</td></tr><tr><td>Te Hiku o te Ika Revitalisation (paths and walkways project)</td><td>\$27,900,000</td><td>\$7,000,000</td></tr><tr><td>Mangonui Waterfront Facilities Enhancements and Regeneration</td><td>\$10,300,000</td><td>\$1,500,000</td></tr><tr><td>Paihia Waterfront Development</td><td>\$25,000,000</td><td>\$8,000,000</td></tr><tr><td>Lindvart Park - Sportsville Kaikohe</td><td>\$9,200,000</td><td>\$6,000,000</td></tr><tr><td>Ruapekapeka Road – sealing corner of SH1 to Ruapekapeka Pa site</td><td>\$6,500,000</td><td>\$6,000,500,000</td></tr></table> <div>Provincial Growth Fund As at 30 July 2020, The Provincial Growth Fund has announced \$553.30 of funding for Northland. Below is the snapshot of announced projects.</div>	Project	Total Value of Project	Amount being Funded	FNDC Jettys	\$500,000	\$450,000	Animal Shelters	\$1,000,000	\$1,000,000	Te Hiku o te Ika Revitalisation (paths and walkways project)	\$27,900,000	\$7,000,000	Mangonui Waterfront Facilities Enhancements and Regeneration	\$10,300,000	\$1,500,000	Paihia Waterfront Development	\$25,000,000	\$8,000,000	Lindvart Park - Sportsville Kaikohe	\$9,200,000	\$6,000,000	Ruapekapeka Road – sealing corner of SH1 to Ruapekapeka Pa site	\$6,500,000	\$6,000,500,000	
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				<p>COVID. The project employs, trains, supports and provides business connection for 10 unemployed people. Funding decisions for this project is still in process.</p> <p>The PGF announced Tai Tokerau Fibre Networks Limited would receive \$1.2M for Northland Digital Hubs.</p>
7	Regional ICT	FNDC	In Progress	<p>The focus of this workstream is the Northland Transport Alliance, however the COVID-19 lockdown presented further collaboration opportunities.</p> <p>The members Councils were informally supporting each other during the COVID-19 lockdown period. The move to working from home (WfH) has meant that a focus is now starting with cyber security and support our 'new normal'.</p> <p>An initiative that has been started from KDC regarding a wider cyber security framework that will start in late August. This initiative will culminate several activities that will certainly allow for council to protect the new working from home environment as well as the wider cyber security threats that now exists with staff working remotely.</p>
8	Solid Waste / Recycling	WDC	In Progress	<p>Key priorities are: Agility to on-going changes to the re-cycling market and government policy/reforms.</p> <p>An update was provided to the Mayoral Forum, 25 May 2020. The ongoing changes in the market and central government policy related to solid waste and recycling requires that the TAs in the region keep a 'watching brief' on progress nationally to see where the opportunities and risks emerge.</p> <p>The discussion at the Mayoral Forum, suggested that in order to enable more collaboration across Northland, there would need to be some alignment of policy, regulation, services and funding across the region. Services and funding are likely to see changes through the long- term plan and Waste Management and Minimisation Plan processes in each district.</p> <p>Potential regional collaboration projects that may be able to be implemented more quickly include waste data capture and/or public education campaigns.</p> <p>The Mayoral Forum acknowledged that this was not one of the highest priorities at present and the best way forward was to keep a watching brief and for Councils to be prepared to respond to quickly if required. In conclusion the CEs are tasked with establishing a working group across Councils to look at best practice and develop a way forward.</p> <p>The National Waste Strategy is due from government in 2022, in the meantime Councils could progress sharing information, and consider the standardisation of user charges and existing policy.</p>

				Strategy Workstreams
9	Regional Economic Development Strategy	NRC		The development of this strategy will now require further consideration due to WDC's decision not to participate in the proposed regional joint CCO for Northland and re-organisation of Northland Inc. The work to develop a regional economic development strategy will be scoped in the first instance and the level of interest and participation from Northland Councils' sought.
10	Regional Accessibility Strategy	WDC	In Progress	<p>The scope for the Regional Accessibility Strategy will cover all aspects of Council business; from operations, facilities and services to consider accessibility needs for all and to develop effective accessibility practice that meets the needs of the community. Funding of \$95K split between KDC 10%, FNDC 45% and WDC 45% is required to assist in the development of the strategy and further funding will be required for the 2021/2031 Long Term Plan to enable the implementation of the strategy.</p> <ul style="list-style-type: none"> a. Stage One – Information gathering analysis and discussion pack development b. Stage Two – Community Engagement c. Stage Three – Draft strategy development and finalise document

Corporate

Transformation and Assurance

Audit and Assurance

From a very talented pool of applicants, we have been able to recruit someone exceptionally well qualified and able. One audit has been initiated this reporting period relating to vehicle fleet management. This review is timely to ensure practices for vehicle fleet management are suitable as we transition to a new operating rhythm that includes remote working.

Internal Audit progress included:

- LGOIMA Compliance and Practice Report - The Proactive Release Policy has been completed and has started to be implemented.
- 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.

Four risk progress reports with treatment plans are being prepared for a meeting of the Assurance, Risk, and Finance Committee in September. The updates are for ARF001 Climate Change Risk, ARF004 Asset Management Risk, ARF011 Organisational Cohesion Risk, and ARF013 Drinking Water Resilience Risk.

We have also commenced a risk assessment process for the Government funded capital works to support economic recovery and stimulate employment growth. This work will be reported to the Assurance, Risk, and Finance Committee in October.

Transformation

Work continues to re-orientate the Council's transformation programme to support the delivery of a transformative crisis recovery plan. We are developing a new prioritisation and reporting framework for the internal Customer and Digital Transformation Programme Board.

We completed the 'Proof of Concept' phase for the Creating and Enabling Great Workplaces initiative. An evaluation found that there were sufficient productivity and wellbeing gains from remote working to include it as part of our ongoing operating rhythm. The project now moves into a 'test and learn' phase which will confirm the organisation's future office space requirements. We will also consult with staff on a new remote working policy to support the new operating rhythm.

The Creating and Enabling Great Workplaces Initiative is a demonstration of FNDC as a truly

progressive council. It is pushing at the boundaries of exploring new ways of working – exactly what leading edge private sector companies are doing. In this regard, FNDC is very much a leader and not a follower seeking to create a win-win situation in a range of ways – offering more flexibility for employees, fast tracking online services for customers, improving environmental impacts and, over time assisting with cost reduction.

Social Procurement

The Manager – District Administration has been temporarily seconded into this role. The secondment has been extended until the end of the calendar year. Elected Members and SLT have expressed satisfaction at the significant progress made in developing policies and procedures. An Elected Member workshop was held 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. The second Big Ideas Lab was postponed because of a Ministerial visit and is scheduled for September. Two Elected Member proposals will be discussed in a 'dragon's den' type format. 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 coordinating the CouncilMARK™ initiative (although there are significant contributions from all parts of the Council). 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. Since then we have seen the draft final report and it makes for very positive reading – putting the Council in a strong position in the run up to our CouncilMARK™ assessment for 3-5 November.

The CouncilMARK™ team submitted all our documentation to the assessors who were due to be with us in September. However, because of the revised alert levels changing the review will now take place in November. 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.

Digital Information Services

Executive Summary

The period has seen the continuation and ongoing work progressing across the team on a number of key projects and activities. COVID-19 alert level changes have meant that staff have continued in a Working from Home environment. The new support/operating model is being developed that align with the future operating rhythm as part of the Creating and Enabling Great Workplaces.

Several strategy planning sessions have been undertaken to ensure the Digital Information Services teams are aligned to the outcomes anticipated with the 2021/2031 LTP. Key importance will be the alignment of project budgets and outcomes for the initial 3-year period.

Recruitment has been completed with the ICT Operation and Delivery being at full complement at the end of October, this will be welcome relief as it will allow more improvements being completed as part of the new support model.

Council has also been made a finalist in the ALGIM (Association of Local Government Information Managers) COVID-19 Special Award.

Northland Digital Collaboration Alliance: The ICT teams from the four Northland Councils have joined together to form the 'Northland Digital Collaboration Alliance'. This alliance is initially focusing on cybersecurity knowledge sharing and collaboration, but it is envisaged the alliance will grow to include other areas of interest in the future. This is a 'reboot' of the previous Northland Forward Together (ICT Collaboration Group). Terms of Reference and oversight of this will be developed in the coming quarter.

ICT Operations and Delivery

ICT Service Desk Requests: The number of ICT Service Desk requests received during the July-August period was 2,831. This number is slightly down from 3,132 which were received in the May-June period. After a concerted effort from the team, the number of outstanding requests has reduced from 550 down to 298.

ALGIM Local Government Cybersecurity Programme: FNDC have signed up to a Cybersecurity Programme defined by ALGIM and in conjunction with SAM for Compliance Ltd, to implement a pragmatic Cybersecurity Framework specific to New Zealand local government which is based on the [Centre for Internet Security \(CIS\) 20 Controls](#). The first step in implementing the Cybersecurity Framework is to undertake an audit which will be completed by SAM for Compliance Ltd on 7 and 8 October. The outputs of this audit will feed into the design of an overall ICT Security Framework. This framework is a series of policies, procedures and processes that lower risk and vulnerability, and increase confidence in an ever-connected world. Safe, secure and functional information systems are vital for the successful operations of our Council.

IT Service Management (ITSM) Software System: Work is currently underway to review the existing IT Service Management software system (ServiceDesk Plus) to ensure it is the best possible solution for the team. Vendors from seven ITSM systems, including the incumbent, have presented demonstrations of their systems to the team. The next step is to finalise a shortlist based on our requirements and cost benefit analysis.

Digital Enablement Workshops: Staff have been running a series of digital enablement workshops with teams from throughout the Council that look at our new ways of working, collaborating with others, and getting the best out of tools such as Office 365, Teams and One Drive.

Smart Way 2 Reservation Booking System: The desk and room booking system continues to be further developed. 20 meeting rooms and collaboration spaces, and 71 desk spaces have now been set up. Final configuration is underway to set up an approvals process for booking the Council Chambers and Committee Room.

Recruitment: The two vacancies in the ICT Operations and Delivery Team have now been filled and the new staff members will be joining the team as ICT Support Specialists in early October.

Data Insights and Programme Delivery

Information Management (IM)

Property File ePathway Applications:

- July – 297
- August – 306

Objective Support:

- Help/fix requests resolved: 365
- Files and folders created and approved: 74
- Objective users' changes/movements: 32
- New User setup/staff movements: 16

Objective rubbish bin workflow: We now have a workflow for staff to use to dispose of unnecessary documents within Objective which automatically shifts them to the rubbish bin, which was formerly a manual process.

Programme Delivery

Registrations: The registrations functionality in Pathway provides the foundation for expanded service delivery and access to a larger set of data particular to the user is under development. This is ready for an internal staff pilot where people can view their licensing data.

Upgrades Programme: Pathway: The forthcoming major release upgrade of Pathway - Pathway UX is underway. The UX environment has been built and licensed. This environment will serve as the basis for development and testing of the system. The rates capital Pathway environment has been successfully upgraded. *Objective:* Objective upgrade is now scheduled for the weekend of the 25 of September. *TechOne:* TechOne Core product was successfully upgraded on August 20 which will allow the continued updates for the Financial and Human Resources modules.

Online Services:

- e-LIM applications are now available online to the public as of 20 August with positive feedback from the internal team and good customer uptake.
- The My FNDC portal went live to the public on 31 July. This allows the public to lodge a

- request for service online including via mobile devices.
- The public can now pay their infringements online through the FNDC website. This was made available on 24 July.
- The Paperclip functionality in Pathway that allows users to attach files more securely and integrates with Objective went live in July.
- The functionality that provides the ability for the public to access licensing information including building warrants of fitness, food & liquor, pool and health & bylaw has been completed and its release will be imminent.
- Resource Consent and engineering mobile inspections pilot has been successful and training to final staff has been scheduled.
- District Services mobile RFS and swimming pool pilots has been successful.
- The Vision 2020 workflow milestone has been successfully completed and accepted by the business and is ready for go live the week beginning 7 September.
- The Vision 2020 online resource consent applications are on target to launch on 1 October.
- The building consent workflow and online forms have been successfully tested. This will improve our compliance statistics in time for the IANZ audit in October.

Business Intelligence & G.I.S.

Rates / Rating Information Database (RID) / Rate Review RID: Deploying the new RID environment reduced the size from 500GB to 3GB saving 480GB space. We have also cleaned out the RID of all unnecessary information making it faster and more secure and removing sensitive data from the RID. The RID data is more up to date because of the automated update scripts that will update the RID now on a monthly basis, previously the RID was only refreshed once or twice a year. A new Rates Review RID was deployed for the rating review. This will allow customers to compare their rates under the current system with the proposed move to the capital value based rated.

Rates Arrears: We deployed Rates Arrears Process Stage 2 (formerly mortgage demand). This provides a full overview of rates and water arrears. This includes a matrix that determines whether an account is still subject to mortgage demand. Tracks changes in mortgage, arrears status, payment arrangements, status in relation to the mortgage demand process. Looks wider than just activity codes e.g. rate assessment X has an outstanding RFS for a direct debit which will affect what collection action may be taken.

A historic report lets data management team track a specific assessment through its collection journey or all changes that occurred on a specific day. When we receive the monthly LINZ updates it identifies where titles are missing from Pathway and notifies the Property Team. It also detects where a mortgage has been discharged or the mortgagee has changed since the last update and notifies DMT.

Quotable Value (QV): Automated monthly data extracts to QV (BC and CCC). Due to the business process an application would sometimes be missing from the report, the new report always tracks what's been sent so nothing gets missed. The improved data supplied to QV ensures that the valuations are more accurate and up to date. This is especially important considering the Rate Review which proposes a shift to capital value-based rates (capital value = land value + improvement value). We created the new extract so the rates team could time their valuation inspection more efficiently (as soon as final inspection has occurred).

Key Analysis Projects

Rates Audit: Configured rate account information in an audit report supporting the rates team to ensure correct rate types are allocated across all rate accounts in accordance with policies and legislation.

Reporting entity hierarchy development: Designing the data warehouse architecture to deliver capability and flexibility to analyse data for business users, gathering requirements by working through data concepts and properties and defining the relationships that link them.

Asset Management System (AMS) Support: Data stream was created for wastewater and water meter data to GIS for better water and property analysis and for assisting with the upgrade to the new electronic network model of our Paihia water supply network.

GIS Conference: The GIS Data team attended the ESRI/GIS online conferences to keep FNDC on the cutting edge of GIS technologies and to bringing us up to speed with the latest trend in GIS environments in local and national government.

ISO PLAN: ISOPlan/GIS integration for District Plan launch of new "ePlan" – the soft launch is mid-September and it will bring great value to district services with real time online data stream.

Far North Maps replacement: The development of the new Far North Maps for the replacement of current public facing maps has reached its final stages. FNDC has secured the services of Eagle to enable us to fast track our GIS road map and provide GIS services outside the FNDC network enabling 3rd party GIS players to integrate with the FNDC GIS portal. The benefits to FNDC are data being updated more regularly and not managed by a third party (money saving and faster GIS services delivery). Preparation has started for the Reserves, Parks data audit for Elected Members and FNDC staff.

XMAP: X-Map inhouse replacement for E-Map has reached it final stages and adoption within FNDC has been phenomenal. The e-map replacement will save the Council \$24 000 per year and all data and layers in the application are updated by FNDC with relevant layers and information to assist staff with more accurate data that is synced through the live system.

Programme Darwin: We have assisted Programme Darwin in creating a template to extract data from the current AMS system into to new IPS system.

SQL Infrastructure: SQL Server uptime in the last 6 weeks was 99.80% for the whole of the SQL Server environment. We didn't have any failures outside scheduled maintenance. Over 8425 backup jobs executed successfully with zero failures because of the new updated platform we have deployed. We are ahead of schedule with the consolidation of all our SQL Servers to the new platform and this should be done by end Q3 instead of Q4 as previously mentioned.

Operational Financial Performance

As at 31 August 2020

Whole of Council

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

	Year to date			Actuals YTD as a % of Total Budget	Actuals YTD as a % of Annual Forecast	Full year		
	YTD Actual \$000's	YTD Budget \$000's	Variance \$000's			Total Annual Budget \$000's	Total Annual Forecast \$000's	Forecast Variance \$000's
Operations								
Operational income								
Rates - general (excl water supply rates)	15,009	14,921	88	17%	17%	89,525	89,525	0
Rates - penalties	300	518	(218)	14%	14%	2,073	2,073	0
Fees & charges (inc water supply rates)	2,805	2,018	787	16%	16%	17,059	17,059	0
Central govt subsidies - operational	1,682	1,583	99	16%	16%	10,276	10,276	0
Other income	2,069	1,287	782	56%	56%	3,686	3,686	0
Capital income								
Central govt subsidies - new works	938	334	603	15%	15%	6,124	6,124	0
Central govt subsidies - renewals	1,863	1,961	(97)	12%	12%	15,051	15,051	0
Other contributions	5	0	5	0%	0%	0	0	0
Development contributions	0	0	0	0%	0%	0	0	0
Total operating income	24,671	22,622	2,049			143,794	143,794	0
Operating Expenditure								
Payroll related costs	4,551	4,686	135	15%	15%	30,452	30,452	0
Other staffing related costs	260	312	53	12%	12%	2,181	2,181	0
General expenses	1,054	2,355	1,302	11%	11%	9,695	9,695	0
Rate remissions	1,321	1,343	22	59%	59%	2,257	2,257	0
Contractor & professional fees	7,648	7,092	(556)	15%	15%	51,123	51,123	0
Grants and donations	133	275	141	8%	8%	1,624	1,624	0
Allocations (direct and indirect)	0	0	0	0%	0%	(0)	(0)	0
Interest costs	239	286	47	14%	14%	1,715	1,715	0
Sub-total	15,205	16,349	1,144			99,047	99,047	0
Depreciation and other asset costs	5,833	5,774	(59)			34,645	34,645	0
Total operating expenditure	21,038	22,123	1,085			133,691	133,691	0
Net operating surplus/(deficit)	3,633	499	3,134			10,103	10,103	0

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

	Year to date \$000's			Actuals as % of Total Budget	Actual as % of Annual Forecast	Full year \$000's		
	YTD Actual	YTD Total Budget	Variance			Total Annual Budget	Total Annual Forecast	Forecast Variance
Capital Works								
District Facilities	336	0	(336)	3%	3%	13,028	13,122	(94)
Stormwater	490	43	(447)	42%	42%	1,179	1,179	0
Solid Waste	0	0	0	0%	0%	325	325	0
Wastewater	1,345	1,185	(160)	18%	17%	7,524	7,746	(222)
Water Supply	425	742	318	9%	9%	4,495	4,604	(109)
	2,595	1,970	(625)	10%	10%	26,551	26,977	(425)
Roading & Footpaths	3,838	3,644	(194)	10%	10%	37,388	37,388	0
Other								
Environmental Management	6	0	(6)	0%	0%	0	0	0
Governance & Strategic Administration	228	0	(228)	10%	10%	2,334	2,334	0
Customer Services	81	57	(24)	15%	15%	533	533	0
Total Capital Works	6,748	5,672	(1,077)	10%	10%	66,807	67,232	(425)

Variance Commentary

Operational Income

1. Fees & charges is over budget
 - Kaitaia invoiced for water billing.
 - Ferry ticket sales with increased local tourists
2. Other income is over budget
Provincial Growth funding (PGF) received for road sealing projects at Ruapekapeka, Ngapipito and Peria Road

Capital Income

3. Central Government Subsidies is over budget
 - Unbudgeted footpath project subsidy from last year from NZTA at North Park Drive, Kaitaia
 - Unbudgeted Tourism Infrastructure Funds (TIF) funding received for construction of public toilets at Opononi, Mitimiti, Waitangi Boat Ramp and Haruru Falls Bush Walk

Operating Expenditure

4. General Expenses is under budget
This is largely due to insurance which are not due for renewal yet
5. Contractor and Professional Fees is over budget
July flood funding applied for and awaiting confirmation from NZTA

Capital Works

6. District Facilities is over budget
Ongoing unbudgeted Tourism Infrastructure Funds (TIF) project for construction of public toilets at Opononi, Mitimiti, Waitangi Boat Ramp and Haruru Falls Bush Walk
7. Stormwater is over budget
Ongoing renewals work at the Kawakawa Hundertwasser Memorial Park stormwater realignment project
8. Water Supply is under budget
Kaitaia New Source (Sweetwater) project is currently in request for tender stage
9. Governance & Strategic Administration is over budget
Ongoing projects from last year for Asset Management System, IT Compliance Field Mobility, Online Services, CiAnywhere and Computer Upgrades

Operations

Customer Service Statistics

Customer Satisfaction Results

All areas continue to perform well. The Libraries result has declined with feedback focused on issues around online access.

	Responses (Month)	2020 YE Goal	Aug CSI	Trend	July CSI	% Change	Comments
Visitor Experience	180	99	98.9	↑	98.5	0.4%	Consistently great results
Library Services	90	94	91.0	↓	91.7	-0.8%	Slight decline as customers get used to new Library system
Community and Customer Service RFS	8	94	99.0	↑	98.3	0.7%	Continued high levels of positive feedback.

Contact Centre / Service Centres

- 19.35% decrease in financial counter stats for Service Centres (6,838 down from 8,479)
- 31.90% increase in visitors to Service Centres (12,453 up from 9,441)
- 3.72% decrease in calls to the Contact Centre (16,055 down from 16,675)
- 11.50% increase in AskUs emails (3,975 up from 3,565)
- 9.09% decrease in Building Inspection bookings (900 down from 990)

i-SITEs

- 8% decrease in visitor numbers (25,616 down from 27,914)
- 21% increase in retail revenue \$12,810 up from \$10,549)
- 17% decrease in transaction spend (\$18,500 down from \$22,505)
- 4% decrease in transaction numbers (\$5,275 down from \$5,534)

Libraries

- 12.4% decrease in eBook and audiobook downloads (6,795 down from 7,757), reflecting less eBook use post-lockdown
- 46.96% increase in library website sessions (150,198 up from 102,105) reflecting increased customer familiarity with the new system

Regulatory Services

Environmental Services

A total of 1,764 Requests for Service were received and 1,786 were closed during July - August 2020. This is over 500 more RFSs received than the previous two months however 320 of these were associated with dog registration queries. The dog registration renewal period ran from 1 July 2020 to 1 September 2020.

Animal Management

The Animal Management team received a total of 885 Requests for Service during July – August. The increase of 317 RFS' compared to the previous period is relative to the dog registration queries received actioned by the Administration team. 98% of RFS' were responded to on time.

The number of field base RFS' received for this team has remained steady for this period at 565 compared with 552 for May-June. 102 of these RFS were for Priority 1 response.

The annual dog registration renewal period ran from 1 July 2020 to 1 September 2020. Out of a total of 11,081 known active dogs in the district, over 6,500 dogs are now currently registered for the 2020/2021 registration period. This figure is made up of renewed registration and new dog registrations. The team will now initiate a proactive registration follow-up program, to determine the status of dogs showing as unregistered on the system.

83 dogs were impounded across the District during the July and August period with five dogs rehomed through the Council's website and six dogs transferred to the Bay of Islands Animal Rescue for re-homing.

A total of four infringements were issued to dog owners for offences during July-August.

The design and build work for both northern and southern shelter projects have been delayed due to the COVID-19 lockdown periods and budget shortfalls.

Council has recently been awarded \$1 million for animal shelter projects through a successful bid for funding from the Provincial Development Unit (PDU) as part of the shovel-ready projects. The replacement Animal Shelter in Kaitaia is now ready to be constructed and a contract awarded. The additional funding received from the PDU provides an opportunity to explore further options for the Southern Shelter.

Environmental Health and Monitoring Compliance

There were 96 verifications scheduled and completed during July and August 2020. This is over 30 more verifications than the previous period due to the food verifications only resuming on 26 May 2020 due to the lockdown period.

During July-August there were 31 proactive alcohol license good host visits conducted. The EHO are conducting Good Host Visits concurrently when they carry out a food verification. A dedicated Technical Officer joined the team on 10 August 2020 and is currently undergoing training. As a result, this number is expected to increase and confident we will exceed our KPI target of 95% Good Host Visit inspections in the financial period.

A total of 181 noise complaints were received in the July-August period, an increase of nearly 20 from the previous period. 76% of these were responded to on time.

There were 92 Parking Infringements issued during July-August, with a total \$ value of \$2,740. As parking enforcement did not resume after lock-down until 2 June 2020, this is more than double the number of infringements issued during the last reporting period.

Swimming Pools

- 90 swimming pools inspections were carried out during the months of July and August, as Council returned to post COVID-19 routines
- The swimming pool fail rate was disappointingly 50% for this period

Building Compliance

- 62 BWOFF audits were undertaken
- 228 RFS' were received by Compliance during July and August 2020
- 32 Notices to Fix were issued for breaches of the Building Act during July and August 2020
- Seven Infringements were issued for building-related breaches
- A further ten exemptions were issued, and eight Certificate of Acceptance approved

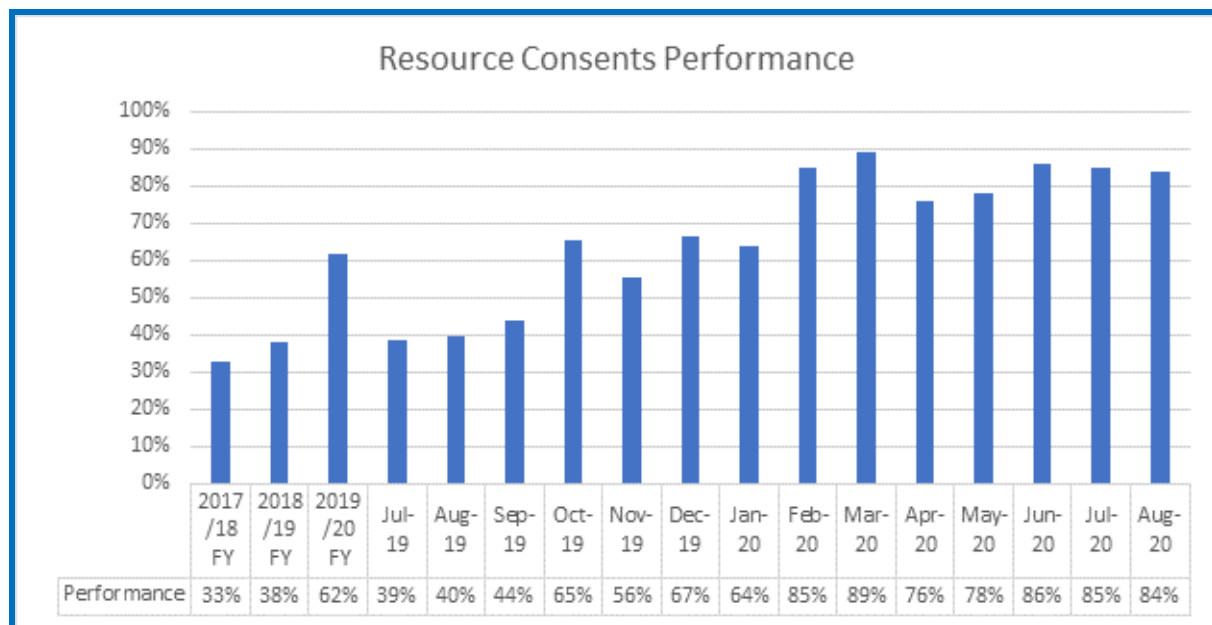
Building Accreditation (BCA) Update

The BCA has received confirmation of our application for Audit from IANZ and we have sent the first batch of required information. Further information requested by IANZ is being prepared ahead of the audit in October.

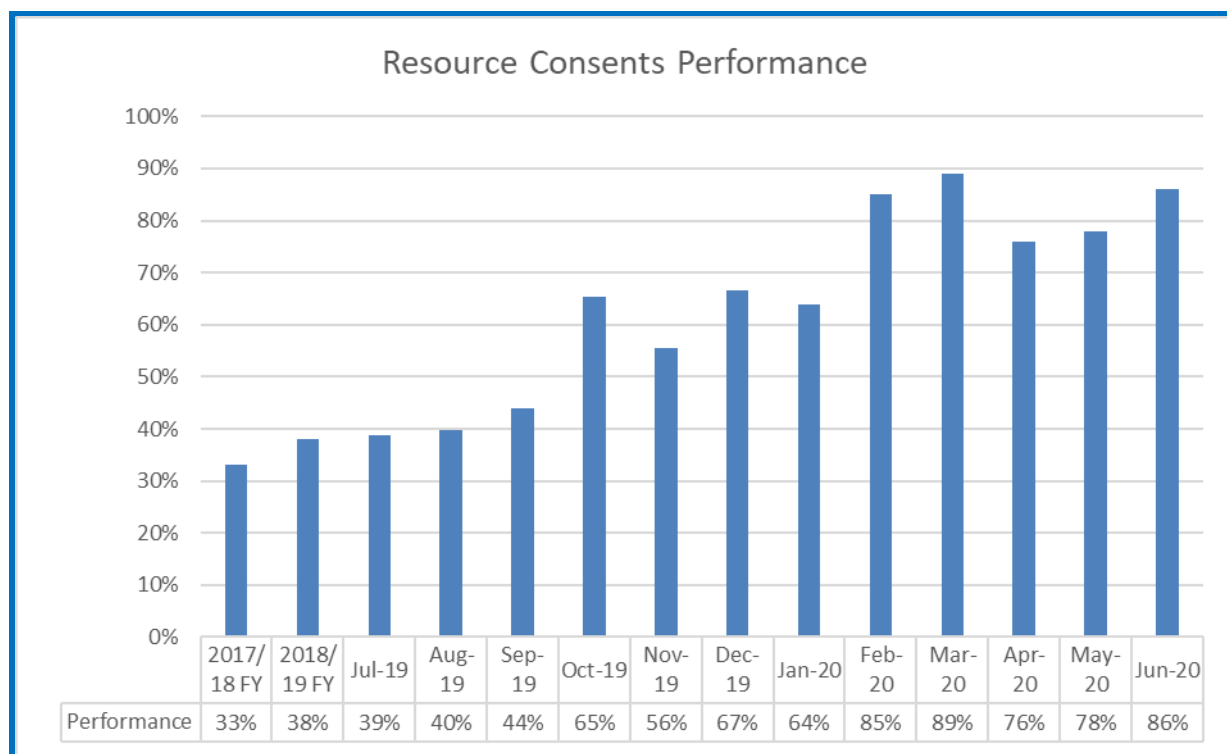
Internal audits are being conducted to ensure that all regulations are internally audited before the IANZ audit. Only minor issues for resolution are being discovered through these audits, giving the BCA confidence leading into this audit. There is confidence that the BCA will be able to demonstrate 100% compliance for both building consents and code compliance certificates.

Resource Consents Management

171 consent applications were received during the months of July and August. There continues to be a steady flow of consents and an increase of over 40 applications compared with May-June.



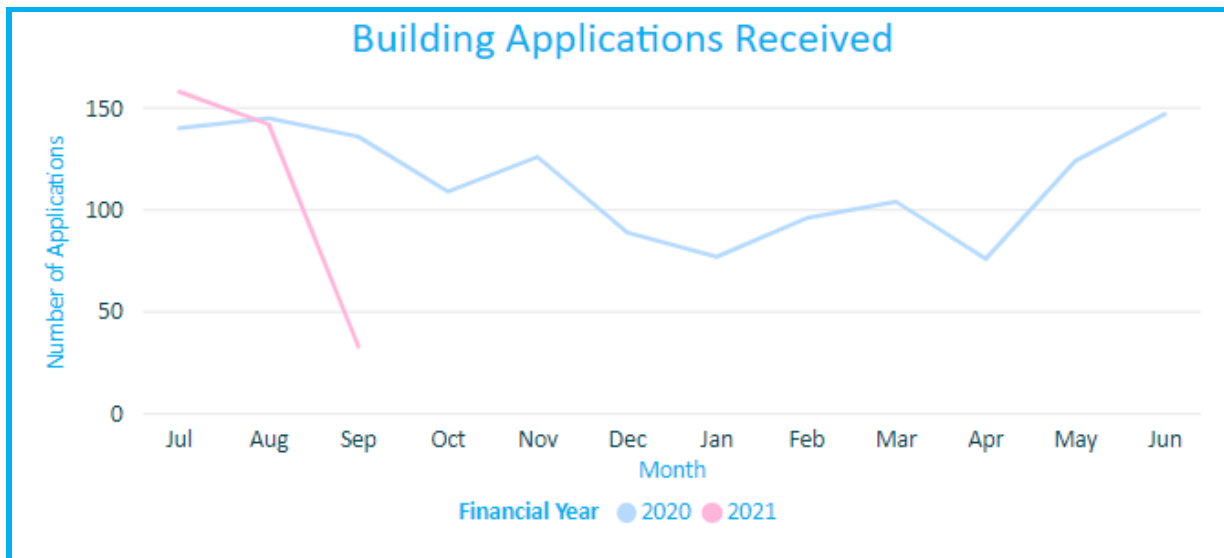
An upward trend in processing consents within statutory timeframes has continued since the 2017/2018 year. An average of 84.5% of consents processed within statutory timeframes has been maintained in July-August 2020. This is a great result considering the high number of consents received.



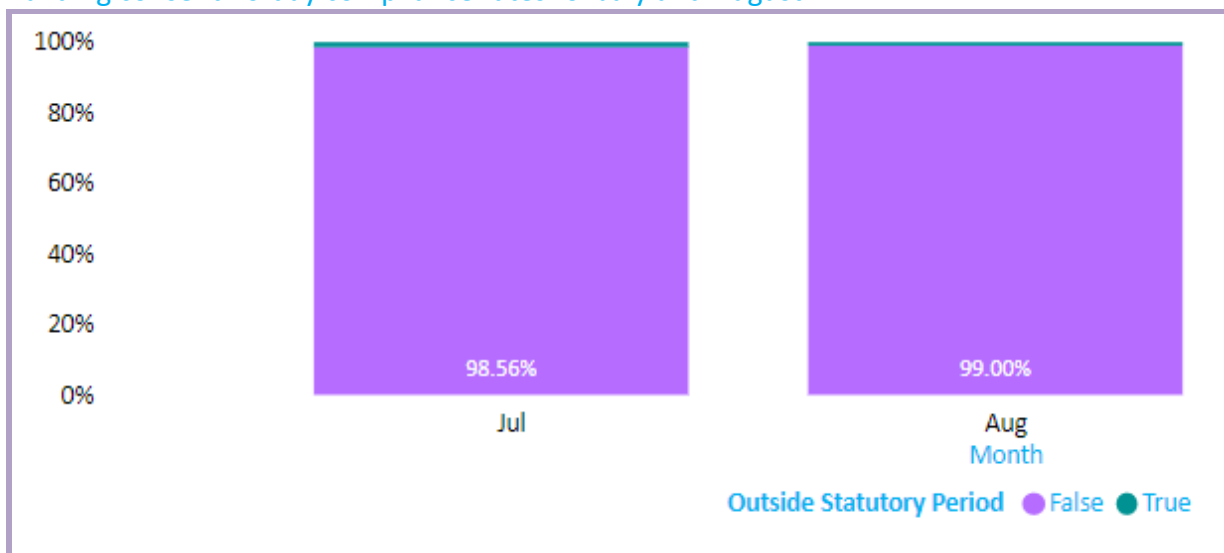
Building Consents Management

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

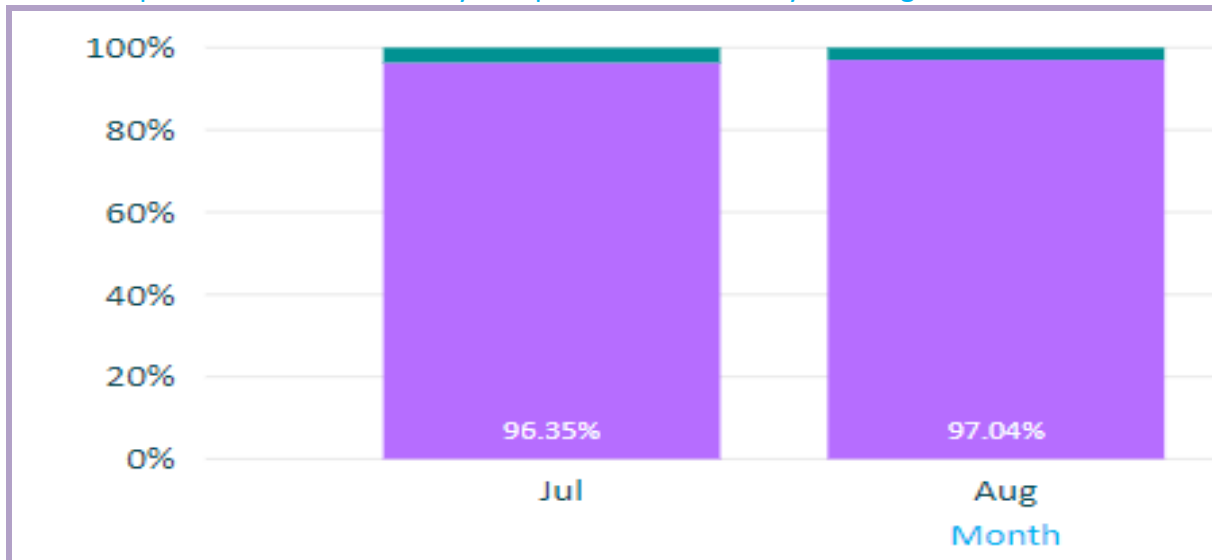
- During the July to August period a total of 300 building consents were received
- The BCA issued 219 building consents during the same period
- 98.78% of building consents were issued within the legislative time frame of twenty working days. A return of BCA staff to the office has revived the compliance rate and the intent is to aim to issue within 15 days, allowing a five day buffer for compliance.



Building consent 20-day compliance rates for July and August



Code Compliance Certificate 20-day compliance rates for July and August



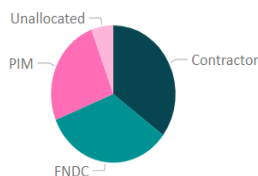
Incomplete Building Consents



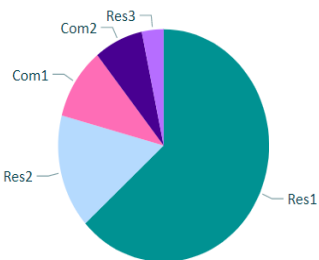
Total Current Building Applications

122

Application Allocation



Current Building Applications by Building Classification



BC Requests for Information

37



PIM Requests for Information

0



Daily Incomplete Snapshot



Incomplete Certificate Code Compliance



Application Number	Lodged Date	Responsible Officer	Status	24 Month CCC	Statutory Period	Building Days Overdue	Total Current CCC Applications
CCC-2017-766/1	14/02/2020	JWOODMAN	Awaiting CCC Info	False	20	0	113
CCC-1997-1664/1	14/08/2020	RPOOLE	Older CCC Review Underway	False	20	-1	CCC RFI or Inspection
CCC-2017-1209/2	6/12/2019	RPOOLE	CCC Reminder Sent	False	20	-1	77
CCC-2004-777/2	15/07/2020	RPOOLE	Awaiting CCC Info	False	20	-2	
CCC-2005-1019/2	3/07/2020	RPOOLE	Awaiting CCC Info	False	20	-2	
CCC-2018-642/1	9/07/2020	CWEST	CCC Reminder Sent	False	20	-2	
CCC-2020-11417/1	15/07/2020	CWEST	Awaiting Inspection	False	20	-2	
CCC-2012-624/2	13/08/2020	RPOOLE	Awaiting CCC Info	False	20	-4	
CCC-2019-11038/1	21/07/2020	JWOODMAN	Awaiting Inspection	False	20	-5	
CCC-2019-11159/1	6/07/2020	JWOODMAN	Awaiting Inspection	False	20	-5	
CCC-2019-11637/1	13/07/2020	MSHAPIRO	Awaiting Inspection	False	20	-5	
CCC-2018-1144/2	20/08/2020	Unknown	CCC Pending	False	20	-6	
CCC-2020-11837/1	29/06/2020	MSHAPIRO	CCC Reminder Sent	False	20	-6	
CCC-2004-831/1	24/07/2020	RPOOLE	Awaiting Inspection	False	20	-8	
CCC-2019-11696/1	24/08/2020	Unknown	CCC Pending	False	20	-8	
CCC-2016-801/2	30/07/2020	RPOOLE	Awaiting CCC Info	False	20	-9	
CCC-2019-11510/1	8/07/2020	BDAWSON	Awaiting Inspection	False	20	-10	
CCC-2020-11580/1	20/07/2020	JEDWARDS	CCC Info Received	False	20	-10	
CCC-2016-1003/2	6/03/2020	JWOODMAN	Awaiting CCC Info	False	20	-11	



The data is showing a spike in consent numbers for July, but August has returned to below the four year average. There are several projects that may create demand for the BCA's services in the coming years. Examples of that are the Arvida development and projects that have funding from the Provincial Development Fund.

The Business Intelligence (BI) system is being refined to allow for better resource management and efficiencies. The BCA has completed its Annual Strategic Planning meeting for the year. As part of the Regulation 8 resource modelling (using records from 2009 onwards), the BCA has planned to resource the BCA to enable consenting of 1400 building consents, 1300 CCC's and 6700 inspection per year; this capability will involve using contractors and in-house staff. The current use of contractors is based on a 50/50 split with in-house staff. Going forward, the BCA plans to decrease the reliance on contractors as we rebuilt in-house capacity. In the short to medium term, contractors will remain part of the BCA resource model to adsorb any fluctuations in the number of consent applications.

Infrastructure and Asset Management

Roading Summary

There has been a strong start to the new financial year with approximately \$3.1M of works completed in July 2020 (versus \$1.9M in both 2018 and 2019). This increase in spend at the start of the year results from the combination of the availability of construction ready work as a result of the COVID-19 lockdown impacted carry forwards and improved structure Regional planning and delivery processes implemented within the Northland Transportation Alliance (NTA).

The Asset Management and Strategy team continue to progress the development of the Regional Asset Management Plan (AMP) and work to support the development of the Regional Land Transport Plan (RLTP), Regional Public Transport Plan (RPTP) and contributing to respective Council Long Term Plans (LTPs).

Contractors continue to work through the backlog of defects resulting from the extreme rainfall event of July 17, combined with some smaller storm events either side of this, with completion of all repairs still anticipated to take several months.

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

- Kaitia Awaroa 26991 – Site work 90% completed
- West Coat Rd RP 16005 – Site work 75% completed
- West Coast Rd RP 9563, Fairburn Rd RP9588, & Diggers Valley Rd RP12722 - Site work 75% completed
- Taupo Bay Rd, RP'S 8816 & 9169 Slip Remediation – Tendered and Supplier Recommendation proposed for SLT acceptance
- Roothing Repair at Mangamuka Road RP7845 & RP8387 – Design Completed and ready for RFT development if sufficient annual budget available to introduce into 20/21 Programme
- Wharekawa Rd RP3552 & 3663 – Work underway
- Waikare Road – Work in progress
- Wainui Road – Now in 20/21 Programme

Hokianga Ferry (Kohu Ra Tuarua)

Revenue received for July was \$ \$33,966.44 excl. GST, which is slightly higher than the same period last year (\$29,050.62).

The interim underwater dive survey was completed on 13 August, which is a Maritime requirement for this vessel. This work was brought forward, as a result of the latest COVID-19 developments.

The new Certificate of Survey has been issued and expires in September 2022. The vessel will need to be slipped (hailed out) for the out of water survey in August 2022.

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

- UFB Paihia - Main Fibre laying is well under way, and some reinstatement of footpaths and road areas are due to commence.
- UFB Coopers Beach - All work has been completed and reinstated.
- UCG connections are still on going in most townships. There has been a big up-take of connections in Ahipara.
- UFB 2+ - Waipapa has been progressing in conjunction with the roundabout construction, and this work including removing the old Chorus Cabinets should be complete within the next two weeks.
- Waipapa Roundabout construction - Most of the underground service relocations and new stormwater has now been laid and completed, and road preparation is now progressing with the first lot of Kerb and Channel due to commence next week. Speed through the site is still a problem, but new electronic speed signs are now operating with monitoring warnings operating.
- Puketona Roundabout construction - The temporary North South diversion road is nearly complete, and the main traffic flow will be shifted across, to allow the next stage of construction to start.
- Kawakawa Roundabout construction - The left-hand side from Kawakawa into the intersection has nearly been filled to final level and the old median islands removed.
- Broadspectrum have done some work on the unsealed network with the roads in good shape, especially Gammons Road & Pokapu Road.

Footpaths

Community Boards agreed to the 2020/21 New Footpaths Programmes. Designs and Safety Reviews commenced in July 2020. Construction of the new footpaths outlines below are scheduled to be completed by June 2021.

WARD	ROAD	ROUTE POSITIONS	
		Start	End
TE HIKU	New Footpath - Foreshore Rd Tasman Heights to toilets (Ahipara)	1192	2011
	New Footpath - Foreshore Rd toilets to Panorama Lane (Ahipara)	2011	2291
	New Footpath - SH1 Matthews Avenue (Kaitaia)	6465	6578
	New Footpath - Dominion Road (Kaitaia)	638	700
	New Footpath - SH1 Harbour View Rd to private access (Pukenui)	3578	3932
	New Footpath - Mill Bay Rd to Rangikapiti Rd (Coopers Beach)	43	143
	New Footpath - Mill Bay Rd Rangikapiti Rd to Richmond Rd link (Coopers Beach)	143	235
KAIKOHE-HOKIANGA	New Footpath - Kohukohu Road Manning to Marriner (Kohukohu)	14159	14461
	New Footpath - Taheke Road to Orrs Road eastbound (Kaikohe)	1027	1089
WARD	ROAD	ROUTE POSITIONS	
		Start	End
	New Footpath - Waianga Place (Opononi)	0	133
	New Footpath - Taumataiwi Street (Opononi)	0	481
	New Footpath - Lake Road 91 to 95 (Okaihau)	810	950
	New Footpath - Horeke Rd to Cemetery 294-330 (Okaihau)	2242	2809
BAY OF ISLANDS-WHANGAROA	New Footpath - Length of Pa Road (Kerikeri)	0	790
	New Footpath - Pedestrian Bridge near Main Street Bridge (Kaeo)	8946	8960
	New Footpath - SH11 Kaipatiki Road to York Road (Haruru)	5278	5606
	New Footpath - Te Taipui Road to Matauri Bay School Link (Matauri Bay)	0	69

PGF Roothing

In May of 2020 FNDC applied to MBIE for funding to undertake works on strategic roads in the Far North District. On 17 June 2020 a letter was received from MBIE confirming that the full value of the FNDC application had been reviewed and approved for \$20.7 million.

It is proposed to deliver the Strategic Roads Priority 1 Routes package (Peria Road and Ngapipito Road) through the existing NTA Road Maintenance Contracts.

- Peria Road – 6.3km seal extension and associated works to be delivered through the North Area Contract by Fulton Hogan.
- Ngapipito Road – 5km seal extension and associated works to be delivered through the South Area Contract by Broadspectrum.

For the Ruapekapeka Road project, we have engaged Broadspectrum as the Early Contractor Involvement (ECI) supplier through the South Area Contract. This project will be delivered with a staged construction programme, including investigation, design, enabling works and completion of the sealed pavement and associated works between the Pa site and the British camp site (600m) prior to the 175th anniversary commemoration planned for January 2021. The final seal extension work and associated improvements will be completed after the commemoration event due to the short timeframe.

In addition to the seal extension works, there is also work to be undertaken on the following;
Bridge upgrades to HPMV loading

- Intersection safety improvements on SH1, 10 and 15
- Flood investigation and improvement works
- Investigations and design are already underway for this additional scope of work.

Broadspectrum Road Maintenance and Renewals

August was spent working through more storm works including:

- The remaining slips on Ngapipito Rd, Pipiwai Rd and Waikare Rd.
- Water table scouring and culvert wash outs
- Culvert clearing and flushing
- Kerb and channel sweeping round
- Moerewa soak hole clearing completed post storm removing debris and clearing sumps.

A few dangerous trees have been removed in recent weeks.

MBIE funding commenced with the litter run going very well and Puketotara Rd trees removed.

Grader operators continued working through the network with 33% of the unsealed network graded.

The footpath team spent the month working on the smaller sites around town that needed to be done including Kerikeri and Kawakawa.

As we work towards spring the large pavement rehabilitation and seal extension programmes can recommence including PGF and TIF funded sites.

Fulton Hogan Maintenance Network

The majority of activities programmed for September 2020 relate to routine sealed and unsealed maintenance activities such as grading, sealed and unsealed potholes, unsealed road metaling etc.

- Concrete footpath work will be completed on Pukepoto Rd project.
- The Pawarenga Road Pavement Rehabilitation (Site 1) enabling works to have started.
- Works continue on the West Coast Rd flood protection works.
- Unsealed pavement renewal on Sandhill's Rd will be completed, Gill Rd will be started, and weather dependent will be completed this month.
- Water tabling, clearing, tree work, culvert replacement, will start and be ongoing on Peria Rd seal extension.

Programme Darwin Summary

Limited change from last month with some progress around designing the condition rating program and the continued development of the IPS platform. Access to resources and in particular subject matter expertise from IT and asset managers is now a critical issue as it is now imposing a major constraint on three of the four programme workstreams. The single management role across Program Manager – Programme Darwin and Manager Assets and Planning is also limiting leadership commitment to resolving issues. A permanent appointment of the latter is a critical component for future success of the programme.

□ 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"> Limited change in status as assets staff committed to LTP process Expected actions in Aug still to be completed. Resource consent compliance module has been discounted as it doesn't provide sufficient real time outputs and trending. Budget for condition surveys in the annual plan to be confirmed 	<ul style="list-style-type: none"> Engagement with Far North Waters on system detail and long-term vision including their use of the system and field technology. Stakeholder workshop to debrief on culture survey results and Field Force recommendations along with development of impacts to the roles & responsibilities and competency. Strategy for delivery of condition survey works. Review AMS blueprint with stakeholders and project team. Document UAT requirements for AMS.

← Programme Workstreams

Name	Type	Status	Programme Comment
INFOR	Project		Full operational use of INFOR will not be possible until September 2020 at the earliest (noting some parts may be ready before then) as previously articulated. Status updated to reflect revised program.
Asset lifecycle	Operational		Work on LAMP continues noting that non trial (digital) version will not be complete until the start of 2021. The non-digital version will however support the LTP requirements. Status updated to reflect revised timeline.
Data & analytics	Improvement		Condition surveys yet to start.
People & culture	Culture		Engagement program yet to be initiated. Communications framework to be reinvigorated.

Infrastructure Planning Summary

In the month of August the Infrastructure Planning team progressed work on a number of key projects including the wastewater discharge consent programme, DIA three water reforms, Paihia network model upgrades and Kerikeri Water Supply Strategy.

The Infrastructure Planning team is also supporting the Compliance Lead with their reporting and programme of improvement works.

Work on the 30 Year Infrastructure Strategy continues on programme and the wider team is supporting the Long Term Planning process where needed including the Capital Programme development.

Infrastructure Compliance Summary

The following key activities have been underway:

- Clearing backlog of annual compliance reports.
- CS-Vue consent condition allocation and access profiles being reviewed.
- Review of compliance equipment and compliance metrics
- Logbook review against consent requirements
- Operations data requirements and review of vendor capable applications to be developed into a business case

Asset Management Summary

August has been another busy month focusing on key factors such as:

- 3 Waters and District Facilities Long-Term Plan (LTP) Workshops coming up through August to October 2020
- Asset Management Plan (AMP) for 3 Waters (3W) and District Facilities (DF) – due November 2020
- Implementation of the new Asset Management System (AMS)
- Water Safety Plans to align with the new Drinking Water Standards NZ
- FY20/21 Capital Works Programme and scope delivery thereof
- Key projects
- Business as Usual (BAU)



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 undergoing final peer review. The 10 year cost staging of the recommended programme is now being reviewed to accommodate deliverability concerns in the first three years arising post Drought, post Pandemic and from NTA indications regarding the need for substantial further investment in Maintenance Operations and Renewals (MOR) and Safety to align with GPS transport. Initial submission into NZTA finance system by end September
WWTP consent replacement programme		On-going	A programme initiation document has been approved which sets the process by which the replacement resource consent applications will be programme managed. The objective of the programme is to ensure resource consent application project is adequately resourced, prepared in accordance all relevant provisions of the RMA and the best practicable option for each consent application has been determined through the appropriate LGA financial planning process prior to lodgement. An initial planning assessment has now been finalised, which provides key planning considerations, risks and technical information requirements for each consent application. Commissioning of urgent technical work required to support the Kaikohe and Kaitaia wastewater treatment plants is now underway. Upgrade options assessments for Opononi, Kohukohu, Kaikohe and Kaitaia WWTPs are underway and will be used to inform the LTP, with the majority of that work targeted for completion in late September 2020.
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 significant infrastructure issues and associated responses are presently being drafted. The strategy is on track for an initial draft to be completed by the end of September 2020.
Proposed Regional Plan for Northland	All	Ongoing	The date for the Environment Court hearing for the appeal on water allocation rules has been set for the week starting 26 October and staff are working alongside WDC and consultant planners and hydrologists to prepare evidence which is due in early September.
Paihia Water Strategy			Procurement for the modelling work is underway, 7 proposals were received and the proposal evaluation stage is nearly complete. A small delay was introduced during the evaluation stage when a late stage change to one of the evaluation panel members was required, which resulted in outsourcing this role to a consultant. The modelling work is now scheduled to commence in mid to late September, with programme duration timed to comply with the 31 March 2021 deadline, and project scoped to align with available funding.
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. This project has not yet commenced, however, a related project is being initiated to: 1) develop a demand forecasting methodology for FNDC's water and wastewater schemes; and 2) apply those methodologies to FNDC's water and wastewater serviced communities, to assist with asset planning and decision making. The data obtained from this demand forecasting project will assist to inform Water Demand Management Plans. The demand forecasting methodology



Stormwater



District Facilities



Wastewater



Water



Transport

Activity	Asset Group	Expected Completion	Comment
Strategies / Plans / Policies			
Rawene WWTP Optioneering		On-going	<p>project is currently at RFP drafting stage, to engage technical expertise to assist with the methodology development. A collaborative approach will be taken with the District Plan team regarding development of growth forecasting methodology.</p> <p>Since the workshop with Te Mauri o te Wai the consultants have issued the final report with multi criteria analysis and order of costing. Staff have asked that Te Mauri o te Wai provide a preferred option before the end of September which will then be considered through the Long Term Plan Process.</p>
Consent Applications/Authorisations			
Taipa WWTP Renewal/Appeal		Under Appeal	<p>The Taipa WWTP discharge consent decision was appealed 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 should they be required. All parties have agreed to mediation and the commissioners for this process have been appointed. The requested Cultural Induction day has had to be rescheduled twice due to availability of key FNDC staff and COVID restrictions. The Cultural Induction will now be held on 14 September at the Taipa Marae. The day will be led and facilitated by hapu from Taipa and Parapara. It is of critical importance to Ngati Kahu and hapu that there be executive level presence at this day including the CE, GM and Mayor. Their attendance has been confirmed. Technical work to contribute to the Court evidence has been completed except for the QMRA (public health risk assessment) which requires input from Ngati Kahu representatives. A workshop for this purpose has been scheduled for 15 September following the Cultural Induction day. Mediation will now likely to occur in November/December, once the QMRA has been completed, and subject to the appellants agreement.</p>
Kaikohe WWTP Renewal		August 2021	<p>The Kaikohe wastewater treatment plant (WWTP) services the urban areas of Kaikohe and Ngawha. The existing resource consent authorises the discharge of treated wastewater into the Wairoro Stream. The existing consent expires 30 November 2021. An application to renew the consent will be lodged with the prior to 30 August 2021. Initial investigations into the effects of the discharge indicate that the discharge from the treatment plant is affecting the water quality and ecology of the Wairoro Stream. The nutrient levels in the discharge will need to be reduced to improve water quality and to meet appropriate environmental standards. To achieve this, it is likely that the treatment plant will need a significant upgrade. Current work underway to support the application includes the commissioning of a report that identifies possible upgrade options and high order costs for input into the LTP and a land disposal feasibility study. In addition, the commissioning of an ecological assessment is being progressed. Prior to lodging the consent application further technical investigations will be undertaken to ensure that the best practicable upgrade option is identified.</p>
Kohukohu WWTP Renewal		November 2020	<p>A request for further information has been received from NRC. Work has been procured to address the request for further information. Te Hono is assisting staff by arranging hui required to inform a Cultural Impact Assessment (CIA) which is required to support the application, however hapu representatives issued a comprehensive list of questions, which staff provided answers for in early August. It is hoped that a hui can be arranged in the coming weeks. Staff have obtained agreement from</p>



Stormwater



District Facilities



Wastewater



Water




Transport

Activity	Asset Group	Expected Completion	Comment
Strategies / Plans / Policies			
			NRC to a deadline of 30 November 2020 for submission of the requested information, however it is expected that this date may need to be further extended to accommodate the CIA process. A workshop with FNDC has been undertaken to determine a preferred option that will be included for consideration within the Long Term Plan Process.
Opononi / Omapere WWTW Renewal		September 2020	A final draft Cultural Impact Assessment for the discharge of wastewater to the Hokianga Harbour has been received and is expected to be complete shortly. Both the Hydrodynamic Model and the quantitative microbial risk assessment for the discharge have been completed. Staff have also obtained agreement from NRC to a new deadline of 30 September 2020 for submission of the requested information.
Puketotara surface water take (source for Kerikeri WTP)		August 2020	NRC have issued the draft conditions for a consent. Discussions about the suitability of the conditions continue and are yet to be resolved.
Motutangi Drainage District Concession application		TBC	In late 2019 DOC advised that the draft concession report would be peer reviewed and then be sent to Kaitia's Operations Manager for approval. However, despite continued requests for updates no information was provided until recently. In late August staff were advised DOC had a new Operations Manager in Kaitia and the concession application would be approved (or otherwise) by the new manager. The change in management required a complete review of the application and it is understood the Manager is seeking an internal legal opinion on the drainage activity in the Kaimaumau Scientific Reserve. Once that has been received staff will continue to work with DOC to progress the concession application.
Kawakawa WTP groundwater reassessment		January 2021	Staff have initiated a project to review the correlation between groundwater levels in the source aquifer and the Tirohanga stream at the Kawakawa water treatment plant. If there is less of a correlation between the two sources than initially determined then an application to reduce the residual flow requirements of the consent will be made.










Activity	Comment
Collaboration and Engagement	
FN2100	Planned public consultation on the Far North 2100 District Strategy has been rescheduled to December 2020. The recurring rescheduling of this project has presented issues for the originally planned concurrent release of the draft Integrated Transport Strategy and so the ITS has been realigned to be released with the Infrastructure Strategy, this being a legislated requirement of the Long-Term Plan process. Public Consultation to start March 2021

Tai Tokerau Councils Climate Change Adaptation Group (TTCCCAG)	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.
District Growth and Infrastructure Demand Forecasting	The Infrastructure Planning team have recently initiated a collaborative project with the District Plan team, to develop consistent methodologies for forecasting growth in the district. Consistent growth data is information that both teams require to support projects they are working on, specifically the District Plan review, Service Area of Benefit Review, Water Supply and Wastewater Demand Forecasting, and Hydraulic network model upgrades.

New Connections and FNDC Consent Review

Activity		August 2020	YTD '20	YTD '19	
Applications for new Water and Wastewater connections		8	17	15	8 requests to connect to Council water and wastewater services were received in July 2020. Year to date Council has received 17 applications (compared to 15 last year)
FNDC Resource Consent Applications Reviewed by IAM	All	65	122	70	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	141	255	226	IAM's consents technician input into Land Information Memorandums by completing soil reports and assessing development contributions.

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.
Kaitia Recovery Centre		<ul style="list-style-type: none"> Abatement notice issued Nov 2018 Stormwater runoff from bins at site may contaminate waterway 	Interceptor / oil separator have been installed. Waiting on inspection from NRC and if satisfied a request will be made to cancel notice when the new Compliance Lead is appointed.
Opononi WWTP		<ul style="list-style-type: none"> Abatement Notice issued Apr 2016 Plant evidencing non-compliance with E.Coli limits 	Short term: aerator and desludging have improved E.Coli readings, re-fencing of wetland area completed November 2019, wetland refurbishment costs to be input into next LTP. Long term: engagement with the Community Liaison Group continues to try and find an acceptable upgrade solution before next LTP and alongside the consent renewal.
Kaitia WW Network		<ul style="list-style-type: none"> Abatement notice issued Apr 2016 Unconsented network overflows 	Screens have been installed at overflow location and programme of work underway to reduce frequency of overflows.
Paihia WWTP		<ul style="list-style-type: none"> Abatement Notice issued Oct 2016 Breaches in ammonia ongoing 	Paihia WWTP upgrade project completed. Abatement notice cancelled on 10 August 2020 (remove in next report)
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. E.coli on-compliances also in March and June. Waiting on investigation and report to determine cause.
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 	Following the issue of the notice NRC monitoring officer met with Conhur and FNW on site to discuss the non-compliance. Conhur subsequently pegged the max sludge height to avoid exceeding the 200mm freeboard. Contractors are now aware of the conditions of consent relating other de-sludging activity. NRC satisfied the compliance issues have been resolved and no further action is required.

Kerikeri WWTP



- **Abatement notice July 2020**
- Non-compliance with wastewater discharge criteria

Kerikeri WWTP required to be commissioned and operating on/before 30 November 2020 to meet requirements of this abatement notice.



Stormwater



District Facilities






Wastewater














Water



Roading

Activity Asset Management	Asset Group	Comment
Living Asset Management Plan (LAMP)	All	FY20/21 First draft to SLT / EMs by end of June 2021 (due to delay with INFOR system implementation the timeframe for the LAMP has been delayed). (Please refer to Programme Darwin section for further details).
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 November 2020 for audit.
Asset Management Strategy	All	FY21/22 Being developed based on review being done for the 30 Year Infrastructure Strategy by Infrastructure Planning for the next LTP (FY21/31). This work will be completed by December 2021.
Annual Plan (AP)	All	FY21/22 Contribute to Annual Plan project, coordinated by Strategic Planning & Policy. Not required again until FY21/22 due to current LTP work in FY20/21.
Long-Term Plan (LTP)	All	FY19/20 to FY20/21 Asset Management have commenced planning for the next LTP 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 December 2020. Infrastructure Planning is looking to hold 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. Approval through the Annual Plan for FY20/21, and additional \$1 mil over the next year (FY20/21) has been provided to carry on with this programme.
Inventory Assessment - DF Assets		Ongoing n/a

 Stormwater	 District Facilities	 Wastewater	 Water	 Rooding
Activity Asset Management	Asset Group	Comment		
Project Pipeline – Initiations - Includes planning, feasibility studies, options assessments, business casing etc. before handover for Project Delivery				
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 end of September 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 December 2020 (please refer to Programme Darwin for full details).	
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. This is required to assist in establishing a development contributions (DC) policy.	
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. This is required to assist in establishing a development contributions (DC) policy.	
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 (September 2020).	

3 Water Operations



Summary

During the month of August Far North Waters experienced no LTI's or MTI's, and we are currently operating with 1066 days LTI free. We attended 326 requests for service (RFS) call outs in August, down from 349 in July. Planned Maintenance (PM) August was 54% out of a total of 166 jobs, down from 77% in July. Continuation of post flood response has been a key contributor.

A significant weather event took place during 17 to 19 July where severe flooding was experienced across the region. Several sites were damaged in the storm, mainly access ways washed away. Paihia, Russell, Kaeo, Hihī and Kawakawa Wastewater Treatment Plants overflowed due to storm water infiltration or river levels being high. Ongoing repair work to restore access ways to sites has continued during August.

The final commissioning of the Omanaia Water Treatment Plant successfully completed in July, with ongoing water quality monitoring in place across supply line users and Rawene reticulation. The main water supply line to Rawene is performing well, however improvements are still required for lateral users between Omanaia Water Treatment Plant and Rawene. A boiled water notice will only be lifted once successful water quality is achieved for all users

Paihia Water Treatment Plan

There has been a need for extra maintenance at the site post the floods, with both plant clarifiers needing de-sludging due to the amount of silt received during storm conditions affecting plant operation. The raw water intake and pump chambers now cleared of debris and supplying the plant. Further work still required to lift pumps for inspection, decommission emergency works and determine permanent/temporary connection design to allow for future Waitangi river high flow events.

District facilities

Parks and Reserves

Slippages caused trees to come down over parts of Paihia to Opua coastal walkway. Work continues by the contractors to have the fallen trees removed to make the walkway passable again.

The recent bad weather also caused a large Eucalypt tree located on Council reserve to fall, narrowly missing a house in Kerikeri. An arborist has removed the top section of the tree and tidied up the area.

Large amounts of debris including trees were washed up and removed from along Paihia's waterfront. Contractors had to manually remove much of the tree debris using chainsaws.

Erosion along the foreshore continues to encroach into Freese Park Reserve, Omapere resulting in the temporary fencing being relocated inland again.



Cemeteries

Stormwater improvements at Kaikohe Cemetery have been completed to alleviate the large amount of surface water affecting the gravesites.

Public Toilets

Towards the end of August, Kaimaumau, Waipapakauri, Awanui, Houhora (next to the Game Fish Club), Rangiputa, Perehihi, Whatuwhiwhi, Ramp Road, Waiotaraire, Cable Bay, Mangonui Hall and Mangonui Lions Park toilets have been deep cleaned in preparation for the 2020/21 Summer season.

Joint audits continued with RSL in the Eastern Ward. There has been an overall improvement in the cleanliness of the public toilets as a result.

The Whatuwhiwhi toilet bloc was hit by a car driving on the reserve resulting in significant damage to the rear cubical. This has been reported to the Police. Unfortunately, the culprit/s involved have yet to be identified.

Playgrounds

Awanui playground – installed a new slide.

Jaycee Park - the train has received a new coat of red paint. Unfortunately, further rust work is required so due to the ongoing Healthy and Safety concerns relating to this work the temporary security fencing remains in place.

Encroachments

Work continues to address a number of encroachment issues across the District.

- Te Hue Bay - an extension to remove buildings from the reserve was provided due to the impact of COVID-19. All illegal structures must be removed 19 October 2020.
- Discussions continue with Hone Mihaka (Taimai Tours) to remove the container located on Te Tii Point, Waitangi.
- Cable Bay – Two neighbouring ‘lodges’ have been found to have structures encroaching on the Council reserve. Both property owners have been issued letters identifying the encroachments asking them to provide information on what they will do to rectify the situation.
- A number of other encroachments continue to be investigated and furthered

2019/20 MBIE Te Tai Tokerau Redeployment Fund

The new RSL employees, who have started as part of this programme, are currently going through training and induction procedures. One of the first initiatives they will be involved in will be the Broadleaf and Onehunga Weed spraying program across high profile sports fields, parks and reserves.

Housing for the Elderly

Council own and maintain 147 Housing for the Elderly Units at 12 locations within the district.

Healthy Homes Regulations

Omapere HFE project delivery draft stopping and installation of heating to start August/September. This work includes the window repairs required for each unit as well as the installation of heating units on completion.

Waima Village

Urgent remedial repairs to the existing water tanks and filtering system have are nearing completion

Solid Waste

FNDC Solid Waste Services

Panguru Community Recycling Centre

The Panguru recycling centre was established as a standalone site before Council accepted recycling at its refuse transfer stations. The Hokianga Health Enterprise Trust who own the land the recycling centre is on, have indicated they want Council to relocate the facility. Moving recycling to the Panguru Refuse Transfer station is the logical option and will result in estimated annual savings of \$7K.

Solid Waste Contracts

Variation agreements have been forwarded to:

- Broadspectrum re Contract 07/15/601 Operation of Russell Landfill and Recycling Facility extension
- Northland Waste re Contract 7/15/603 Waste Management and Minimisation services – Northern extension

Variation agreements will be sent to CBEC and Waste Management in early September for the extension of their contracts.

Kerbside collections

Although not contracted by Council, kerbside collections attract a lot of complaints from both the public and elected members. There are two fundamental issues with the kerbside services, they are:

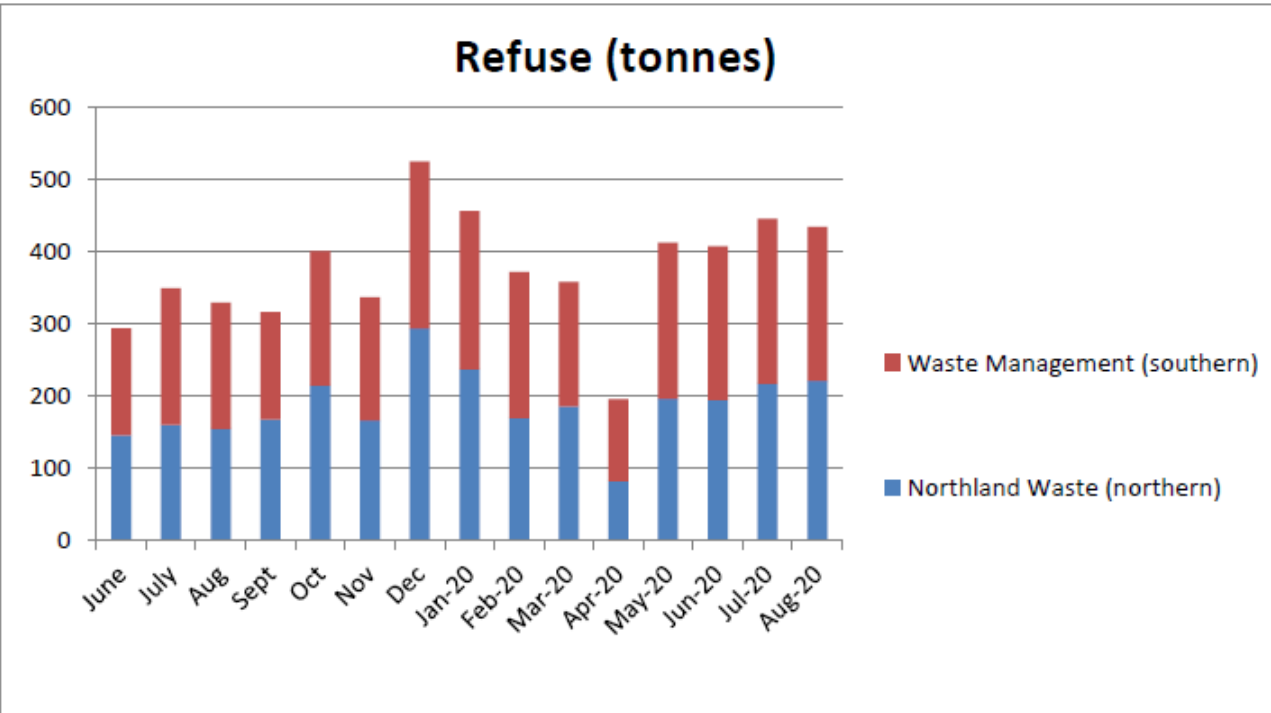
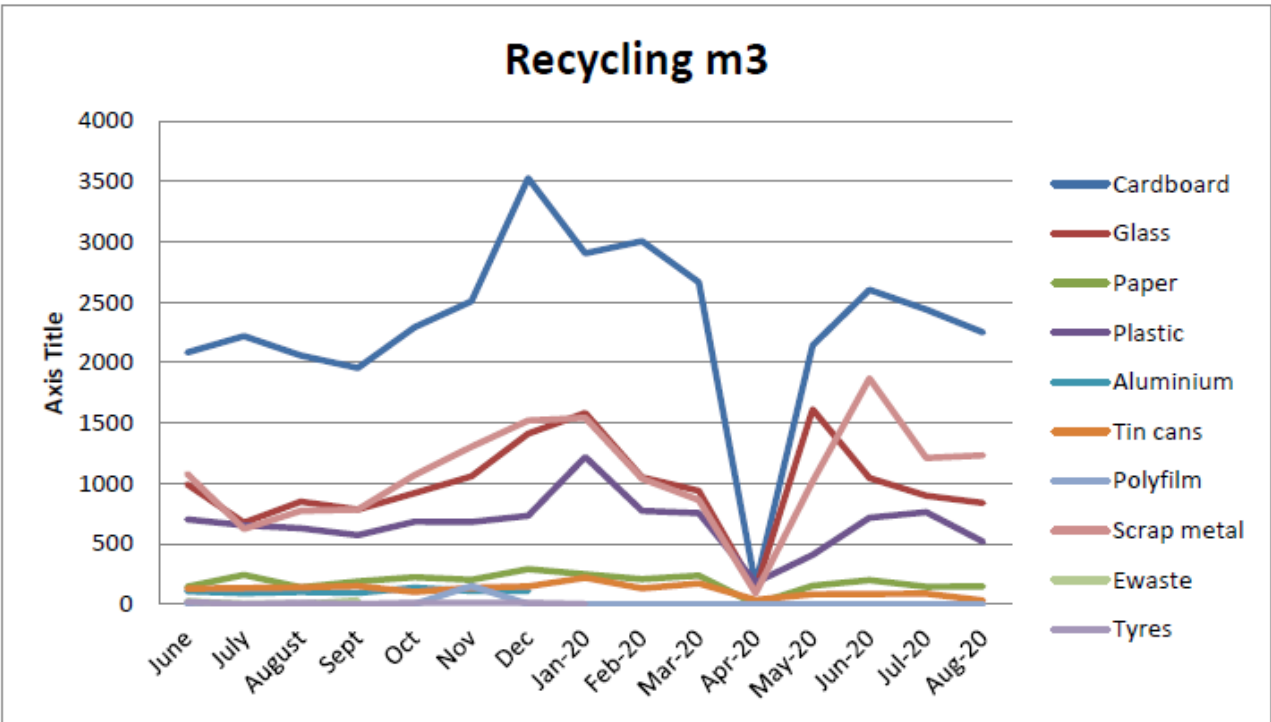
1. Not all properties are serviced. This results in bags being dumped at collection points (both approved and not approved) rather than left outside the resident's property.

Main complaints are about bags left at collection points on any day of the week not just the advised collection 'day'. The Solid Waste Bylaw requires the waste companies to pick up bags within 4 days. For sites that get frequent complaints, the waste companies schedule a collection twice a week rather than just respond to complaints. This action to try and resolve this issue appears to raise public expectations that the collections occur more or less on demand. The fundamental problem is residents putting bags out all days of the week rather than lack of collection by the waste contractors.

2. Minimal monitoring and/or enforcement of the Solid Waste Bylaw around early/late bags and use of non-approved rubbish bags. Currently Council relies on the contractors to provide evidence that is then actioned by the Compliance and Monitoring team. Recidivist offenders have learnt not to leave addressed envelopes or personal information that could help ID offenders/addresses in the dumped rubbish.

The Solid Waste Bylaw which provides some control over kerbside services is due for review in May 2021.

Solid Waste Stats for August



Civil Defence Emergency Management

The Northland CDEM Group is continuing to monitor the all of Government response to COVID-19 and is developing a resurgence plan to assist with any outbreaks that require an escalation of levels of response.

Financial claims resulting from Northland Drought and COVID-19 have been submitted to the National Emergency Management Agency for approval and reimbursement where applicable. The Northland Civil Defence Emergency Management Group (on behalf of the TLAs) have requested the period for which the claim applies be back dated from the official drought declaration to reflect the extreme conditions that required an early response in Northland.

On Wednesday 15 July weather warnings were issued for the Northland region predicting up to 130 mm of rain in some locations over a 24-hour period. As a result, there was widespread rainfall across the region, with maximum falls in the 24-hour period being 160mm in and around the Waitangi catchments. During the early afternoon of Friday 17 July up to 180 mm of rain accumulated in and around the Waitangi catchment and other parts of the mid North. At 7.00 p.m. intense thunderstorms moved south towards Whangarei and heavy rain continued throughout the night across the region.

As a result, the State Highway one, 10 and 12 networks were blocked in numerous places due to flooding, including Mangamuka, Turntable Hill, Puketona and Rangiahua with number of council roads blocked by flood waters, slips and downed trees. Fire Emergency New Zealand responded to 220 calls across northland, between 2200hrs and 0400hrs with 70 calls backed up at the peak of this event.

A number of homes, clubs and businesses were affected by flooding, slips and ground movement in various locations across the region, including Puketona, Moerewa and Waikare. To date, 140 septic tanks have required emptying and 30 skip bins placed in Moerewa to dispose of flood damaged property.

A number of rural properties across northland remain inaccessible as a result of the changing course of the river system and unofficial fords and crossings being washed away by flood waters

The Mayoral Relief Fund (30k Inc GST) provided to Northland by Central Govt for those experiencing hardship as a result of the flooding has been used to support a number of whānau in the region. Until the fund is fully exhausted, it will remain available to applicants who meet the criteria.