Far North District Council

Chief Executive Officer's Report to Council

Period: 1 September 2020 – 31 October 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 September 2020 – 31 October 2020.

Welcome to the latest summary report of Council activities

Introduction from Shaun Clarke, Chief Executive

At the beginning of this reporting period New Zealand was at Alert Level 2, with the exception of Auckland who remained at Alert Level 3. Given its proximity to Auckland and its critical travel route to the rest of New Zealand, Northland was effectively cut off from the rest of the country. The repercussions were particularly felt in terms of the flow of goods and travel in and out of the region. On 4 September the Prime Minister announced Auckland would move at alert level '2.5' until at least 16 September. It was only on 21 September the government announced New Zealand would move to Alert Level 1 on 21 September with the exception of Auckland which had restrictions on gathering sizes. On 8 October all of New Zealand was at Alert Level 1.

This impacted Council activities. The CouncilMARK™ assessment was postponed and instead occurred in November 2020. Having been postponed once already, the all of staff event (Big Day 2) happened on 28 October. This was an opportunity for everyone to take time out to celebrate successes over the last 12 months, re-connect in person after moving to a digital way of working, and get focused again for the next 12 months. Positive feedback has been received and we will continue to find opportunities to continue the positivity that was felt in the room.

Two of the successes we were able to celebrate at Big Day 2 were the Association of Local Government Information Management (ALGIM) Awards we received in September. The Council placed second in the Supportive Team Award - All of Council category for supporting the community during the drought and COVID-19 pandemic. Our IT team placed third in the Fast-Tracked Project Award for enabling the Council's transition to an online operating model at the start of the pandemic.

The staff 'Your Voice' survey was completed with a high response rate meaning we can have confidence in the results. Early indications are that engagement has increased and the full results will be available in November. The first of a series of workshops on leading in a remote working environment was completed. All People Leaders were invited to an interactive session run by the People & Capability team. The purpose of the workshop was to provide tools and techniques focused on trust in the workplace (even more important in a remote working environment). The remaining workshops on agility and accountability will be rolled out over the remaining financial year.

Fourteen Council workshops and engagements with Community Boards were held during this two-month period. Of note was the combined Community Board workshop which provided the opportunity for staff Councillors and Community Boards to discuss what was working well, not so well, and we could do to improve. There is much follow-up work to be done which is well underway at the writing of this report. We were able to hold the Te Hiku ward tour for Elected Members which was pfrt of the induction programme. One of the more contentious Council decisions was made during this period - Council resolved not to establish Māori wards and to hold a poll of electors at the time of the 2022 elections.

Long Term Plan workshops with Elected Members made significant progress in developing operating and capital budgets. We are on track to establish a proposed financial position by the end of November 2020, and still expect to achieve audit readiness by mid-December 2020.

The remaining Provincial Growth Fund and Crown Infrastructure Project funds announcements were made. These included –

- Northland to receive $9,287,603 funding for 34 marae creating 388 jobs
- $30 million for 11 projects in Northland with FNDC directly receiving$100,511 for Ōtiria Sports Club
- $8.5 million to restore a historic reserve at Ruapekapeka Pā in the Far North and seal 4.7km of road between State Highway 1 and the pā

The focus in October turned to getting funding agreements signed and executed with the Ministry of Business Innovation and Employment. In total FNDC is either leading, co-delivering or has a partnership arrangement in place for 23 projects totaling $65 million.

Achievements during this period included –

- The International Accreditation New Zealand assessment of the Building Control Authority (BCA) took place at the end of October and verbal feedback was that we had passed accreditation with minor non-compliance issues that were expected. This is an excellent result after much hard work to improve our operations in this area.
- Council and Arvida signed a private development agreement which confirms Arvida's contribution to public infrastructure as they build about 200 villas at Hall Road in Kerikeri.
- The first Iwi Local Government Authorities Chief Executives Forum (ILGACE) meeting in over a year was held in September 2020, hosted by Te Rūnanga o Whaingaroa at its new Kerikeri Office.
- Welcoming the new Ventia Business Manager at Far North Waters who will work closely with the Infrastructure & Asset Management group to deliver water services.
- Progressing three waters reforms work including engagement with iwi and gaining an understanding of the information required to be submitted to the Department of Internal Affairs.
- Re-confirming the decision to progress a joint Regional Economic Development Council Controlled Organisation with Kaipara District Council and Northland Regional Council (as Whangarei District Council opted out).
- Council launched a collaborative digital 'ideas wall' for the public to share ideas on what cultural, economic, environmental and social wellbeing means to them as part of Long Term Plan feedback. This is also the opportunity to provide feedback on how to make the rating system fairer and more transparent to feed into the Long Term Plan.
- Eight venues in the Far North have were confirmed as official FanZones for the America's Cup which may be visited by teams, media and sponsors during promotions.
- The Hundertwasser-inspired Te Hononga building was opened by the Prime Minister.
- System changes have enabled all Land Information Memorandum (LIM) reports to be requested, paid for and delivered completely online.

Operational performance during this period saw:

- 15.81% increase in financial counter stats for Service Centres
- 3.30% increase in calls to the Contact Centre
- 11.98% decrease in AskUs emails
- 2.86% decrease in Building Inspection bookings
- 2.30% decrease in visitors to Service Centres
- 19% decrease in visitor numbers to i-Sites
- 23% increase in i-Sites retail revenue
- 32% decrease in i-Site transaction spend ($26,490 down from $39,397)
- 4% decrease in i-Site transaction numbers (8,071 down from 8,479)

- 231% increase in eBook, magazine, newspaper, film and audiobook downloads reflecting high use of new databases Press Reader (magazines and newspapers) and Beamafilm (film)
- 16% decrease in book checkouts with the previous period including inhouse checkouts as the new Kawakawa library was stocked.

Also of note:

- Environmental Services received 1,388 Requests for , 376 less RFS's received compared with the previous two months, mainly due to the dog registration period ending
- Animal Management team received a 642 Requests for Service and maintained an average of 96.5% of RFS responded to on time
- The number of field-based RFS's for Animal Management dropped by 50 for this period to 515; 149 of these RFS were for Priority 1 responses.
- Out of 11,128 known active dogs in the district, there are now over 8,500 dogs currently registered for the 2020/2021 registration period, an increase of 2,000 dogs from the previous period
- 74 dogs were impounded with 7 dogs rehomed through the Council's website and 10 dogs transferred to the Bay of Islands Animal Rescue for re-homing.
- 8 infringements were issued to dog owners for offences, 2 of these were for having an unregistered dog.
- 174 resource consent applications were received and 87 consents were issued during this period.
- 89.5% of resource consents processed within statutory timeframes (the average for the past 4 months was 85.75%).
- During the September to October period a total of 327 building consents were received
- The BCA issued 234 building consents during the same period
- 99.37% of building consents were issued within the legislative time frame of twenty working days.
- The average number of days to issue a consent is 12.3 days (against the 20-day statutory requirement) and 30.94 calendar days.
- 47 Building Warrant of Fitness (BWOF) audits were undertaken
- 156 RFS's were received by Compliance
- 53 Notices to Fix were issued for breaches of the Building Act
- Seven Infringements were issued for building-related breaches
- A total of 15 exemptions were issued and 17 Certificates of Acceptance approved
- 94 triannual pool inspections were carried out, with 22 failing inspection, requiring follow up for compliance
- Revenue received for the Hokianga ferry in October was $60,030.96 excl. GST, which is significantly higher than the same period last year ($46,581.16).

Governance

Workshops

The months of September and October were busy with (14) Council workshops:

- Long Term Plan (6 workshops)
- District Plan (3 workshops)
- Big Lab Ideas (2 workshops)
- Road Matrix
- Working with Māori
- Combined Community Board

The workshop format is invaluable in providing an overall strategic direction, which in turn allows Members at formal Council meetings to make informed decisions.

Combined Community Board Workshop

The workshop set out to reboot and reset the relationships between Council's governance, operations and Community Boards. Stuart Crosby the newly installed President of LGNZ visited to address attendees. Stuart outlined both the overall vision for LGNZ and gave an insight for how he saw Community Boards playing a vial role in the emerging localism agenda.

The workshop was successful in raising a host of pertinent issues which required to be addressed and Mayor Carter committed the Council to establishing a working party to further progress activity in this area. Mayor Carter has asked Councillor Vujcich to Chair the working part and a further workshop session has been scheduled for 15 December 2020.

Induction Programme

Te Hiku Ward Tour and Working with Maori sessions were undertaken during the month of October. The final part of the induction programme for Councillors is the Chairperson Training – which was postponed multiple times due to COVID-19 restrictions. Arrangements have been confirmed to hold this on the 11th February 2021.

Local Body Elections

Bill Subritzky was successful in seeking the Whatuwhiwhi seat on the Te Hiku Community Board. He was sworn in at the 6 October Te Hiku Community Board.

Action Sheets/Decision Tracking

Democracy Services have created a Decision Tracking Register and implemented a process to support it. Action Sheets are not intended to be public documents but will be circulated to meeting participants with minutes and agendas for each meeting. Democracy Services are providing training to staff across the organisation on how to comment and report on progress.
The creation of Action Sheets is another step in improving the management of meetings and of ensuring that decisions are implemented.

CEO Office

People and Capability

People and Capability

“Your Voice” Organisational Survey 2020

After closing in mid-October, the response to this year’s survey showed an increase over the 2019 survey. Results will be available soon and it is anticipated that feedback from of the survey will strongly reflect the many changes that FNDC has made to manage the impact of COVID-19. Early indications indicate that employee engagement has increased.

Te Reo Maori Learning Programme.

Originally planned for early 2020, te reo maori learning sessions commenced at the beginning of September. Facilitated remotely by Devon Wikaira, Ngapuhi, a choice of six one-hour weekly sessions offers flexible access for more than 50 enthusiastic learners. Divided between beginner and advanced/intermediate levels, the sessions also optimise the powerful facilitation tools available in Microsoft Teams.

Corporate Services Group

The Manager - Business Development has transferred to the Infrastructure and Asset Management Group for a 16-month fixed term duration, so that support is in place for shovel ready projects. The Finance and ICT Operations & Delivery departments have some vacancies temporarily covered by internal staff members, as part of their development plans.

District Services Group

An extended leadership session with Tier 3 and 4 people leaders focused on successful recruitment/onboarding, followed by leadership skills which are required to manage teams. There are several vacant positions on hold in the Building Consents department, which are currently being reviewed to align with operational needs.

Creating Great Workplaces – Employee Relations Engagement Group

The workgroup have reviewed the draft Remote Working policy and how it links in to all relevant existing internal policies, which have been updated accordingly.

Staffing, Salaries and Training

Current Staffing Levels

Actual Full Time Equivalent (FTE) at 31 October 2020	Annual Plan Establishment (FTE)
347.69	**377.72**

***New approved FTE not included**

Salaries and Training 2019-2020

Financial Performance as at 31 August 2020	YTD Actual	YTD Budget	YTD Actual vs Budget	Annual Budget
Salary Costs	$9,376,800	$9,372,964	-$3,836	$30,452,195
Training Costs	$208,056	$251,629	$43,573	$901,179
Trainings as a % of Salaries (Sector average is 4%)	2.2%			3.0%

Vacancies

Department	FTE Available
CEO/Communications/People & Capabilities	1.00
Corporate Services	5.30
District Services	15.03
Infrastructure & Asset Management/NTA	5.70
Strategic Planning & Policy	3.00
FNDC TOTAL (FTE) * includes part time & full time permanent staff	**30.03**

Customer Service

Customer Experience Programme

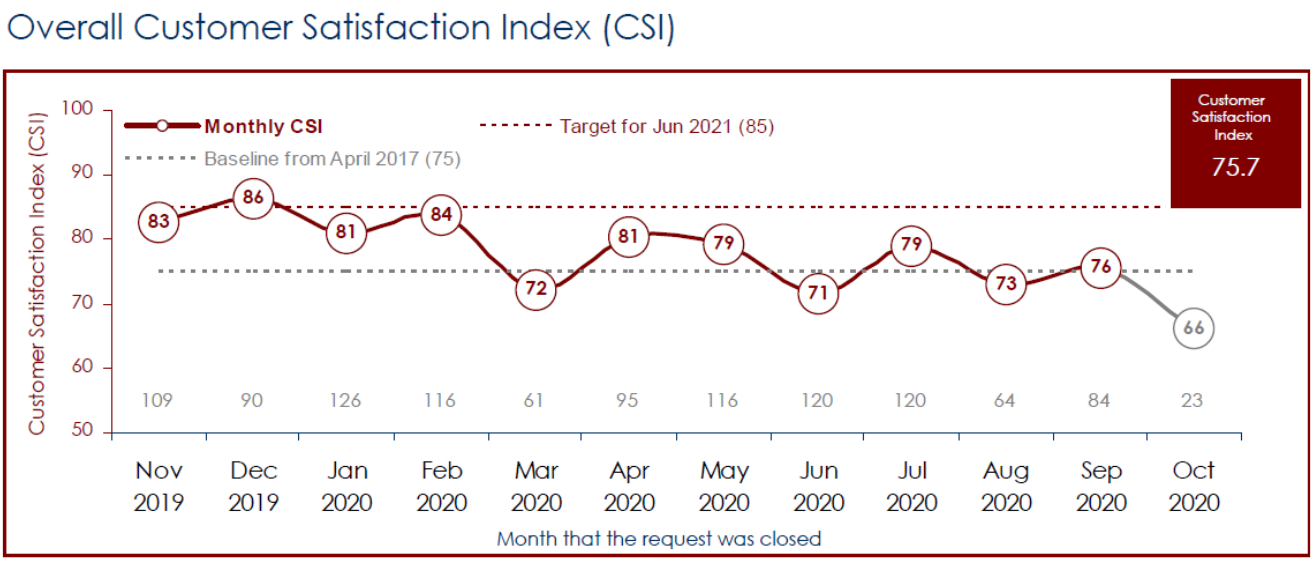
Customer Experience Programme
Closed RFS – Customer Satisfaction Index (CSI)

The scores provided below are for the four months ending 31 October. We are still experiencing a significant drop in our response rates as customer behaviors appear to have changed during COVID-19 and are affecting our ratings. The below sample size is 291 compared to 564 this time last year. We have experienced this drop across all our CSI Programmes. The team is focusing on remedial action plans for customer focused improvements and a Revised Customer Experience Programme has recently been endorsed.

Our response levels:

- Overall CSI for Requests for Service: 75.7 (0.66% decrease)
- Overall satisfaction making the request 80.7% (4.21% increase)
- CSI for requests made via the After-Hours provider: NA – insufficient sample size.
- CSI for library services: 95.9 (5.11% increase)
- CSI for visits to i-SITEs and Service Centres: 98.7 (0.2% decrease)

Monthly CSI Trend for closed Requests for Service:



N.B. Performance indicators for the most resent 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.

Our response levels:

- CSI for Building Inspection Services: 70.1 (15.55% increase)
- CSI for Building Consent Process: 65.9 (2.43% decrease)
- CSI for Resource Consent Process: 58.6 (13.33% decrease, low sample size)

The current focus of the Customer Experience Improvement Programme has been to ensure alignment changing customer behaviors and other organisation initiatives.

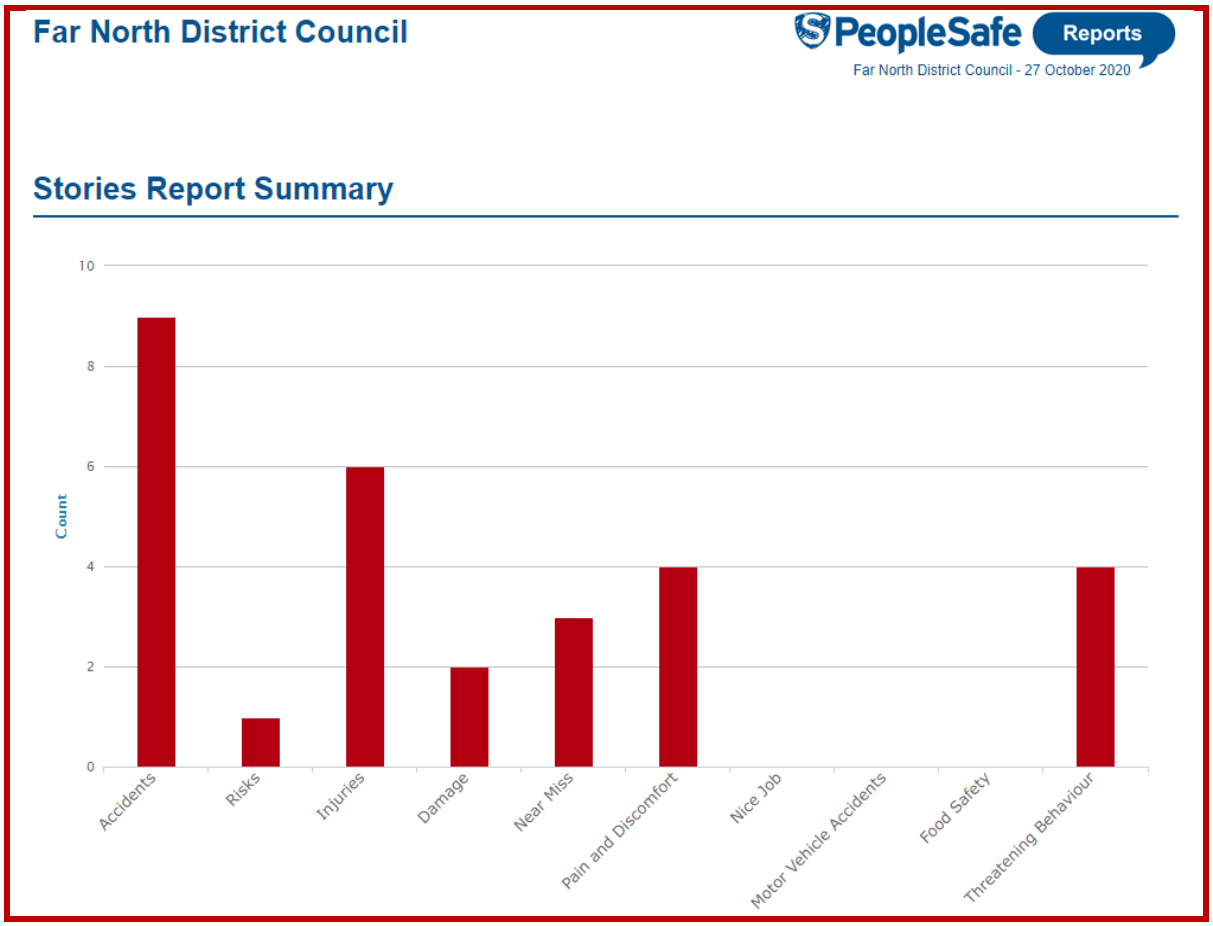
- Investigating tools and methods to gather and utilise customer feedback to improve customers experience.
- Developing a programme of work to ensure customers experiences are improved by our processes and systems. This involve systematically going through our customer facing teams (starting with Transport and Far North Waters) and undertaking a customer journey mapping and diagnostic programme to ensure that our system and processes are as customer friendly as possible. This programme will also inform and aid in the delivery of a number of other customer initiatives across our organisation (i.e. Target Operating Model Service Catalogue, Pathways review, communications assistance with content and responses, BI Reporting and training on systems).
- Ensuring customer focus during Great Workplaces remote working changes.

Health, Safety & Wellbeing (HSW)

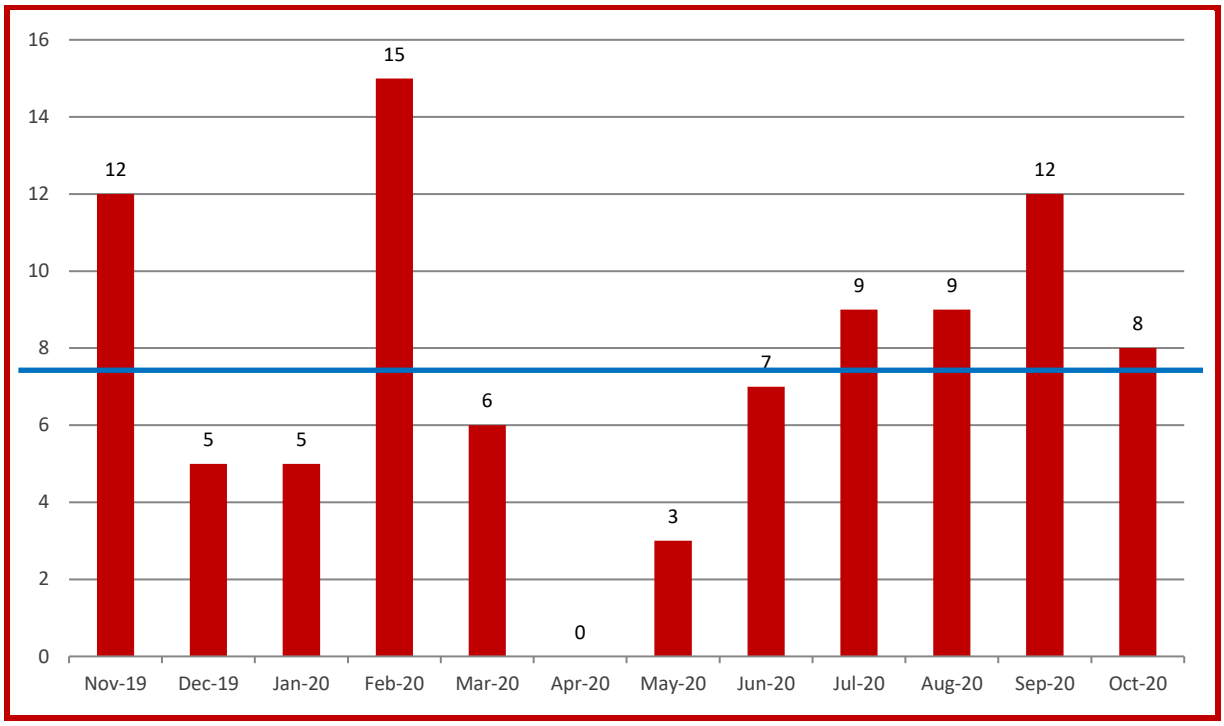
Summary of Activities

- Workplace First Aid (Level 2) training and certification delivered in Kaitaia during October, thirteen staff in attendance.
- Volunteer Induction Session completed in Kaikohe Council Chambers during October.
- FNDC Contractor forum attendance, with assistance to deliver the Health and Safety content to contractors being engaged for the Te Hiku Projects in Kaitaia.
- H&S inspections undertaken at Omapere Slip site, Te Hononga Centre and Kerikeri Waste Water Treatment Plant with Infrastructure Capital Works team and contract partners.
- Lone Worker Safety Solutions & Vehicle GPS Project end user survey and Manager sessions completed and the first initial order of 14 devices placed during this reporting period. Installation and training scheduled for November.

PeopleSafe Stories Types during the reporting period



PeopleSafe 12 Month Rolling Incident Rate



During the two-month reporting period there were 20 PeopleSafe incidents/events told, covering 29 story types. The average number of incidents per month sits just above seven incidents/month. With staff moving into a more settled remote working routine, reporting has continued to increase compared to the March - May reporting periods. It should be noted that this period was reported 4 days prior to period closing on 31 October 2020.

Communications

Activity summary

This was another busy period for the Communications Team, which delivered prolific communications mostly about COVID-19 economic recovery projects and the rates review. Key outputs are listed below.

Key outputs

Media releases

The Communications Team issued 16 media releases during the reporting period. Four of these were about infrastructure and placemaking projects the Council is progressing with Government funds, including the COVID-19 Response and Recovery Fund. Two media releases were about the Te Hiku Community Board byelection. The rest were about:

- Drought-resilience infrastructure projects
- A new customer improvement initiative which allows people to obtain LIM reports online
- A free movie and magazine subscription service that is available to library members
- The opening of Kawakawa's new cultural hub Te Hononga
- *Hapū* and whanau support for a project that will improve boating access in Kerikeri Inlet
- The Council's new Northern Animal Shelter where construction is underway
- Communities that were successful in being designated official America's Cup FanZones
- The removal of nuisance trees at two locations in Kerikeri
- Early consultation the Council is undertaking for a review of the rating system
- An infrastructure agreement the Council has reached with developer Arvida

Media enquiries

The Communications Team responded to 27 media enquiries on a range of issues. The top three topics of enquiry were a sewage spill at Haruru Falls, safety at Mangonui's waterfront boardwalk and miscellaneous infrastructure issues.

Mayoral support

The Communications Team drafted 10 Mayoral columns/blogs about:

- Placemaking projects that were successful for Government Innovating Streets Funding
- The COVID-19 pandemic
- Council drought-resilience projects
- The decommissioning of an emergency water supply at Lake Omapere
- The Council's roading programme
- COVID-19 worker redeployment projects in the Far North
- The opening of Kawakawa's new cultural hub Te Hononga
- Infrastructure projects the Council is progressing with Government COVID funding
- The review of the rating system
- *Māori* representation and plans to poll voters on the establishment of *Māori* wards

Other support to the Mayor included drafting speeches for the opening of Te Hononga and a Fiji Independence Day community event in Kaitaia.

CEO support

The team produced nine editions of weekly newsletter *The Weekender*, seven email communications to staff and talking points for several videos to staff.

Other support and outputs

- Four, full-page newspaper adverts about the rates review, a community survey about the bus service between Kaitaia and Kerikeri and infrastructure projects the Council is progressing with Government Tourism Infrastructure Funds and COVID-19 Response and Recovery Funds

- One, four-page newsletter about Council projects and the rates review for inclusion with the second rates bills of 2020/21

- An advertising campaign about the rates review on NZME and MediaWorks radio stations

- Thirty-three Facebook posts, helping to increase the number of people who 'like' the Council's Facebook page from 5,722 at the start of the reporting period to 5,776 at the end of the period

- Web support for new customer improvement initiatives the Council is delivering under the Online Services Programme

- Communications support for Big Day 2, a culture and team-building event held on 28 October

Strategy

Corporate Planning

Long Term Plan (LTP)

During the September-October period substantial progress was made by staff and Elected Members on shaping forecast financials for the LTP, with a total of seven Council workshops and excellent progress made.

Soft engagement on community outcomes and wellbeing, strategic priorities and potential changes to the rating system started in October 2020, with printed and online material promoted through the Council Facebook page. Communities have an opportunity to provide input to the next LTP until mid-November 2020, at which time Council will consider the community's thoughts and clarify the proposals that will be included in the Consultation Document.

Infrastructure and Financial Strategies continue to progress as we move through the final stages of developing operating and capital budgets. We are on track to establish a proposed financial position by the end of November 2020, and still expect to achieve audit readiness by mid-December 2020.

Strategy Development, Bylaws and Policies

Far North 2100 District Strategy

A paper explaining Far North 2100 as a prerequisite for near term and long-term strategic infrastructure and land use planning was presented by Far North District Council to Te Kahu o Taonui on 8 September 2020.

A hui with iwi/hapū partners planned for 22 September 2020 on Far North 2100 was cancelled due to the low number of responses from invitees.

Staff have continued with the development of a policy set and draft Far North 2100 strategy document and are planning to consult on this document in conjunction with the Long Term Plan and the District Plan in the first quarter of 2021.

Transport Strategy

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

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;

- A baseline Greenhouse House Gas Inventory Report that can be used to inform a carbon footprint reduction programme for the 2021-31 Long Term Plan was presented to the Strategy and Policy Committee on 20 October 2020
- An initial report from Simpson Grierson on the legal and financial risk of climate change to the Council has been received by staff
- Staff have paused contribution to the Climate Adaptation Te Tai Tokerau Group which includes representatives from all the Councils in the Northland Region while a climate change position is filled
- The climate change position approved on 7 May 2020 has gone to market with the advertisement for the position closing on 2 November 2020
- Staff are correcting a resolution for the forming of the Joint of Committee of Council that was submitted to the 30 July 2020 Strategy and Policy Committee that will now go to Council for approval as per the requirements of the Local Government Act.

Regional Accessibility Strategy

Far North District Council staff continue to play an active part in the development of a Regional Accessibility Strategy that is being led by Whangarei District Council. This project is currently being initiated. The first phase of information gathering, analytics and the development of a discussion pack is currently planned for delivery at the end of the first quarter 2021.

Bylaw Programme

On 20 October 2020 the Strategy and Policy Committee approved the following;

- A recommendation to Council to approve an amended Speed Limits Bylaw as a result of the consultation a review of the speed limits in the Okaihau-Kaeo-Waimate North Review Area. These new speed limits will become operative on 25 January 2021.
- A draft vehicle crossing bylaw for public consultation subject to the requirements of section 82 of the Local Government Act. Public Consultation is planned for November 2020.

A review of the vehicles on beaches bylaw has commenced in alignment with the implementation of the Te Oneroa a Tohe Beach Management Plan.

The proposed speed limit changes for Te Oneroa a Tohe that were put out for consultation with the Beach Management Plan will become part of the next tranche of speed limit bylaw changes that are planned for Kaitaia-Awanui.

Staff have commenced the planning to create new bylaws that will replace the following bylaws whose review dates have passed or are due.

- The Water Supply Bylaw (review due date 16 October 2019)
- Control of On-Site Wastewater Disposal Systems (review due date 26 May 2020)
- The Parking and Traffic Control Bylaw (review due date 17 June 2020)
- Solid Waste Bylaw (due for review by 5 May 2021)

During the reporting period staff continued to research and review the core problems and issues that were covered in the bylaws identified as revoked in April 2019. The following is being analysed based on whether there is still a need for local regulation;

- Control of activities in public places and on Council land. This includes trading in a public place
- Keeping of animals

Policy Programme

An audit of the polices as per what is published on the Council website has been completed. This includes due dates based on the review requirements of section 17 of the Local Government Act or unless otherwise stated in other legislation.

The development of a preventing community harm policy has commenced. This will review the psycho-active substances and the gambling and class 4 TAB policy. It will also consider a policy for alcohol harm if needed.

The programme planning for a review of all roading policies has commenced. This includes;

- Community initiated Infrastructure Roading Contribution (2015)
- Dust Management Policy (2016)
- Limits of Council Responsibility for Formation Maintenance of Roads Policy (2014)
- Private Roads and Rights of Way Policy (1998)

- Road Maintenance Policy (1998)
- Road Mirrors Private Crossings Policy (2014)
- Road Naming and Property Numbering Policy (2014)
- Road Speed Limits Policy (2016)
- Street Lighting Policy (2014)
- Footpaths Policy (2012)

Iwi/ Hapū Relationships

Māori representation

The third and final workshop on electoral options regarding Māori wards was held during September 2020.

The workshops provided the background to enable the Council to make an informed decision on Māori representation as part of the wider electoral review process currently being undertaken by the Council, with a decision on Māori wards required to be made by November 23, 2020. At its October 2020 Council meeting, the Council resolved not to establish Māori wards and to hold a poll of electors at the time of the 2022 elections.

Polling in 2022 will allow time for Council to work with communities to help them understand Māori representation. Council will now consider budget options to enable their decision through the Long Term Plan process.

Te Oneroa-a-Tōhe Board

The Te Oneroa-a-Tōhe Board completed a Draft Beach Management Plan on 21 August 2020 at which time they confirmed a consultation plan.

Due to COVID-19 restrictions and uncertainty, the planned consultation activities had to be scaled back. The plan was notified with consultation running from 14 September 2020 through to 9 October 2020. Three public drop-in days were held along with a pop up stall at the Kaitāia Markets. The Board also took the opportunity to have panel and Chair discussions on Te Hiku Media, ran a social media campaign and released two media releases.

In all, 32 individual submissions were received from members of the public, organisations, groups or businesses. Of these, nine noted they wished to be heard.

Hearings for the draft plan were held on Thursday 22 September 2020 at Te Ahu Centre, Kaitāia. The hearing was followed by a workshop of the Board to consider the submissions and further submission material presented by verbal submitters. Final deliberations will take place at the Boards November 2020 meeting where it is likely the plan will be endorsed and finalised.

Staff have already begun working on how to implement the speed bylaws sought by the plan and how other actions may influence other programmes of work.

Te Maruata

Staff attended the September Te Maruata (Māori Elected Members Forum, Local Government New Zealand) as the Te Pae Urungi (TPU) representative (Māori in Local Government). The purpose was to provide a report on behalf of TPU to Te Maruata. Councillor Tepania is the Young Elected Member on the eight member, Te Ropu Whakahaere – governing body of Te Maruata.

Taipa/East Coast Bays Wastewater Treatment Plant

As part of the outcomes of the 2019 Hearings into the Taipa Wastewater Treatment Plan, a cultural induction day was hosted in September 2020 by local Ngāti Kahu hapū. Staff supported the Mayor and Strategic Leadership Team members to the wananga held at Taipa.

Iwi Local Government Authorities Chief Executives Forum

The first Iwi Local Government Authorities Chief Executives Forum (ILGACE) meeting in over a year was held in September 2020, hosted by Te Rūnanga o Whaingaroa at its new Kerikeri Office. At the meeting the forum agreed to three top priorities and formalised meeting dates for the coming year. The forum also reaffirmed Shaun Clarke and Toa Faneva as Co-Chairs for the ensuing 12 months.

Working with Māori Council Workshop

In October 2020, staff ran a Working with Māori workshop for Council, Community Board Chairs and the Strategic Leadership Team.

The full day workshop included a session with Councillor Tepania on Te Reo and then a broad introduction to Treaty and legislative obligations facing Council.

Māori liaison

Staff continue to assist with the consultation for the Kaitāia water project, working alongside the contractor for the project. A number of meetings were held in Auckland and Kaitāia with affected iwi.

Support has also continued the Kohukohu Wastewater Treatment Plant and the procurement of a Cultural Impact Assessment. The application has been lodged with the Northland Regional Council but is currently on hold while Council seeks further information and time to consult with tangata whenua.

Work continues on the processing of rate remission applications. Staff also continue to look at the possible changes to rating of Māori land associated with a change in national policy and the likely impact for Council. They have also continued to meet with the Māori Land Court Liaison Officer on improving access to information pertaining to Māori Land and on cementing better working relationships.

Community Wellbeing

Community Wellbeing

Community Development & Funding

Community Development have been assisting the Towai community to establish the Towai Makers Markets, a post COVID-19, community-led economic recovery initiative.The market opens on Sunday 8 November 2020 and will be held at the Towai Hall.

Staff held a community meeting in Mangonui to discuss starting a community planning process in the Doubtless Bay – Hihi area. A small working group has been established to progress the proposal.

Staff are working with the Department of Conservation and Northland Regional Council to continue to deliver the very successful Kaitiaki Ranger programme piloted last summer on the Karikari Peninsula. Council has received $249,000 in funding from the PGF Tourism Infrastructure Fund and there will be ambassadors located at Te Hononga in Kawakawa, Russell, Karikari Peninsula and Ahipara.

Te Hononga was opened by the Prime Minister on October 9 2020 A number of staff across Council have been involved in this project . The building and grounds are stunning, and it is a legacy project that will enhance our district for many generations to come.

Staff have started to work on the framework and details for Area Planning, in response to the implementation actions defined in FN2100 and direction by Councillors to address community placemaking.

District Planning

Plan Review

Development of the new District Plan

Staff have prepared a series of workshops to inform elected members of the key elements of the draft District Plan. To date, five workshops have been held with the most recent workshops taking place in September and October 2020 that had a focus on the rural environment.

The first rural environment workshop, Soils and Mapping Methods, took place on 17 September 2020 and was supported by the Crown Research Institute, Manaaki Whenua. This workshop considered the planning methods to protect the highly versatile soil resources for the District, whilst maximising economic potential and sustainability. The second Rural Environment Workshop, held on 14 October 2020, examined the balancing of land for productive land uses, against rural lifestyle development and urban growth demands. The final elected member workshop is scheduled to take place on 17 November 2020 and will examine the responses to urban grown demands in the urban environment.

Gathering of evidence to further support the district plan methods for urban sustainability has continued through September and October 2020, with site suitability analysis of urban environments and associated analysis of zone options with infrastructure planning.

Feedback on the draft policies of Far North 2100 during October 2020 has enabled further integration between the short- and medium-term solutions for integrated management of land and infrastructure supply for housing and business land and strategic direction.

Operative Digital District Plan

The operative district plan has been formatted in the isoplan e-plan format, consistent with the platform authoring the new district plan. Testing of this format was made available to the District's Practitioner Group, a collection of professional planning, building, engineering, surveying and ecological practitioners. This opportunity was introduced at the Northland Practitioner's Forum on 23 September 2020. Feedback is being obtained from this group to allow for any fine tuning prior to making this new and highly accessible version of the operative district plan available to the public.

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. Solid waste and recycling are also a priority due to the 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 nine work streams and the progress that has been made since previously reported and highlight progress made over the last quarter.

	Prioritised Projects	Lead Council	Status	Progress made and actions
1	Four Waters	WDC	In progress	Key Priorities are: Government reforms, potential amalgamation and investigating a Northland re-arrangement option. The government's reforms propose three tranches: Tranche One 2020-2021 – Council agreement to MOU, work with government, funding stimulus released to participating Councils and progress sector on entity design consideration. Government plans to introduce legislation. Tranche Two 2021 - 2022– Councils opt into to multi-regional groupings and commence re-establishment planning and the release of further stimulus funding. Tranche Three 2022 - 2023 – Formation of new entities and a further release of stimulus funding. Northland's three Territorial Authorities have signed MOUs with Government and have submitted their respective delivery plans to Crown Infrastructure Partners (CIP), and these are now with the Department of Internal Affairs (DIA) awaiting approval. A project co-ordinator will be engaged to work with Whangarei, Kaipara Far North District Councils to co-ordinate reporting for the DIA. Engagement with Iwi is planned to be undertaken via ILGACE during November, to provide a Crown, regional and local context to further discussions with iwi.

2	Refining the Northland Transport Alliance (NTA)	WDC	In progress	The Northland Transport Alliance (NTA) has developed a 90-day plan focusing on improvements to enable the NTA to operate more effectively with the District Councils and ultimately achieve the objectives of the NTA. Refinements to governance of the NTA is the implementation of a formal contract between the NTA and each of the three District Councils to replace the current MOU. A risk register will be developed and reviewed on a quarterly basis by the NTA Leadership Group. Proposed IT solutions include data that is securely stored and strict access controls. Once the contractual agreements are entered into, there will be workshops with each respective Council's staff to enable an understanding of the roles and responsibilities of each organisation and the commitment required.
3	Climate Change	KDC	In Progress	The Key priorities are: Inter-Council Joint Standing Committee, Adaptation Strategy and Hazard mapping including coastal erosion and flooding. The areas of work are: • Climate change risk assessment from a Local Government perspective • Developing a regional adaptation strategy including approaches for working with communities on long-term climate change adaptation • Tracking central government climate change initiatives (such as the National Climate Change Risk Assessment) The group's current priority is the development of a regional adaptation strategy and support of a regional governance structure for climate change adaptation which is the Joint Committee of Councils and tangata whenua. The adaptation strategy is in the early stages of development and will ultimately outline a ten-year work programme to develop adaptation plans for key locations across the region. The strategy will pull together information from a series of technical reports covering climate risk assessment. Part One of the Regional Climate Risk Assessment for Northland is underway and is planned to be released as a technical report early 2021. This will be followed by coastal risk analysis and risk profiles, including coastal inundation and mapping with several sea level rise scenarios/timeframes. Climate change communications are being developed and will be included in the early phases of the regional adaptation strategy.
4	Regional Economic Developme nt	FNDC	In Progress	The key priority is the re-organisation of Northland Inc. to Regional Joint CCO. 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. WDC declined to participate in the re-organisation of Northland Inc. at their Council meeting on 27 August 2020.

				Whangarei District Council, at their meeting on 27 August 2020, declined the proposal. A modified proposal has since focused on taking a three Council revised shareholding model and a mandate to continue to NRC, FNDC and KDC. The mandate to proceed was resolved by three respective Council at their September and October Council meetings.
				Projects Carried over from 2019
5	PGF and CIP Funded Projects	All	In Progress	The key priority is securing PGF and CIP funds for strategic projects and projects that enable employment creation and sustainable business Key Announcements are: Government has announced $170M of funding for Northland shovel ready projects. Below is a breakdown of the projects, many of which will directly benefit the Far North:

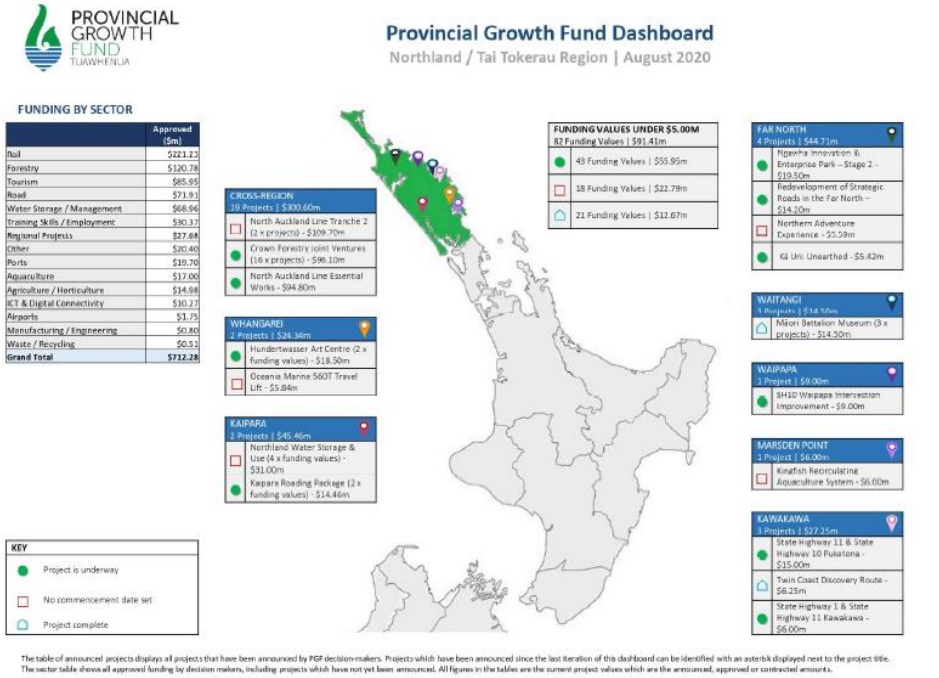
Project Name	Project Ower	Sector	Project Value $m	Funded amount $m
Climate Resilience Package	**Northland Councils**	Environmental	$13.0	$12.5
Active Modes Urban Shared Paths Programme	**Whangarei District Council**	Transport	$40.1	$16.0
Lindvart Park – Sportsville Kaikohe	Griffiths & Associates Ltd	Community	$9.2	$6.0
Ruakaka Recreation Centre	Griffiths & Associates Limited	Community	$6.3	$2.5
Pohe Island Bike Park	Bike Northland Incorporated	Community	$5.0	$2.0
Hihiaua Cultural Centre	Hihiaua Cultural Centre	Community	$4.0	$3.0
Kauri Museum	**Kaipara District Council**	Community	$3.0	$3.0
Northland Rugby	Northland Rugby Union	Community	$2.0	$1.5
Maungaturoto Dementia Care Facility	Maungaturoto Community Charitable Trust	Social	$1.0	$1.3
Whangarei Boys High School	Whangarei Boys High School	Social	$1.0	$1.0
Paparoa Housing	Paparoa Community Charitable Trust	Social	$1.0	$0.8
Mangawhai Package (jetty, community and infrastructure facilities)	**Far North District Council (FNDC)**	Community	$32.0	$3.0
Mid-North Sports Package (incudes Bay of Islands Sports Hub, Kerikeri Domain)	**Kaipara District Council / Far North District Council (FNDC)**	Community	$11.8	$11.8
Kaiwaka footbridges	**Kaipara District Council**	Transport	$0.8	$0.8
FNDC jetties - Pukenui, Unahi, Rangitane	**Far North District Council (FNDC)**	Transport	$5.0	$4.5
Animal Shelters	**Far North District Council (FNDC)**	Community	$1.0	$1.0
He Korowai Trust housing infrastructure	He Korowai Trust	Community	$1.8	$1.8
Te Hiku o te Ika Revitalisation - Paths and Walkway projects	**Far North District Council (FNDC)**	Community	$27.9	$7.0
Paihia Waterfront Development	**Far North Holdings**	Community	$25.0	$8.0
Papakawau Estuary Resilience	NZTA	Environmental	$10.0	$5.0
Mangonui Waterfront Facilities Enhancement and Regeneration	**Far North District Council (FNDC)**	Environmental	$10.3	$1.5
Kaipara Stopbank Enhancement	**Kaipara District Council**	Environmental	$74.8	$6.0
Dargaville Racecourse development	**Kaipara District Council**	Community	$0.9	$0.9
Ancient Kauri Trail	**Kaipara District Council**	Community	$11.0	$4.0
Baylys Beach Community Trust - Lifesaving Facility Development	Baylys Beach Community Trust	Community	$2.0	$0.1
Sealing Kaipara roads	**Kaipara District Council**	Transport	$5.0	$5.0
Onuku Landing Conference & Events Centre	Northland Development Corporation Ltd	Community	$94.0	$60.0
Te Hiao o Te Ao	Vision Kerikeri			$0.55

Further PGF announcements in October 2020 for Marae funding.

Organisation	Funding Approved	# of Marae	Project Name	# of Jobs	Date Announced
Tuhirangi Marae	$ 325,525	1	Tuhirangi Marae Project	4	2/08/20
Te Rito Marae	$ 362,468	1	Marae Renovation – Te Rito Marae	10	2/08/20
Pirikotaha 3A1 Maori Reservation	$ 499,093	1	Parawhenua Marae Renovation Project	10	2/08/20
Taheke Marae Trustees/Trust Board	$ 492,430	1	Taheke Marae wharekai revamp - redesign	9	2/08/20
Ngatiwai O Aotea Kawa Marae Trust	$ 313,007	1	Ngatiwai ki Aotea Kawa Marae Renovation	6	9/10/20
Puketawa Marae	$ 496,514	1	Puketawa Marae Renovation Project	22	9/10/20
Matattaua Marae	$ 441,900	1	Matattaua Marae	10	9/10/20
Otetao 83A1	$ 444,239	1	Otetao Reti Marae Renovation/Upgrade	33	9/10/20
Ngatiwai Marae Committee Charitable Trust	$ 295,095	1	Ngatiwai Marae Grounds Restoration Project	5	9/10/20
Ormanaia A2 - Ormanaia/Te Piiti Marae	$ 493,685	1	Overflow renovation to a multipurpose space	5	9/10/20
Te Runanga o Te Rarawa	$ 1,407,731	9	Te Rarawa Iwi Marae Renovations - Phase 1 - Te Uri o Hina Marae	100	9/10/20
Te Hau Ora O Ngapuhi	$ 500,000	1	Ngapuhi Marae Refurbishments - Tauwhara Marae (Stage 1)	29	9/10/20
Te Rūnanga Nui o Te Aupōuri	$ 220,442	1	Potahi Marae	9	9/10/20
Te Hau Ora O Ngapuhi	$ 90,424	2	Ngapuhi Marae Refurbishments - Stage 2 Te Maata and Te Kotuhikanga Marae	12	9/10/20
Te Rawhiti 439 Marae Reserve	$ 205,804	1	Te Rawhiti Marae Renovation	9	9/10/20
Pakanae Marae	$ 470,000	1	Pakanae Marae Renovations and Upgrades	11	9/10/20
Rangatahi Marae O Maraeroa Trust	$ 471,100	1	Rangatahi Marae	15	9/10/20
Miria Marae and Motatau	$ 168,084	1	Here Tangata Here Whenua - Motatau Marae	14	9/10/20
Ko Wharemaru Marae O Kaimaumau	$ 45,643	1	Renovations to Ko Wharemaru Marae O Kaimaumau	23	9/10/20
Mohinui Marae Trust	$ 297,133	1	Mohinui Marae Renovation Project (MMRP)	3	9/10/20
Te Aroha Pa Marae Trustees	$ 421,666	1	Te Aroha Pa Marae Development Programme	7	9/10/20
Mataatua Ki Takou Marae	$ 217,455	1	Mataatua Ki Takou Marae	14	9/10/20
Te Tii Waitangi Marae Trust	$ 66,234	1	Te Tii Waitangi Marae - Roofing replacement - all buildings	2	9/10/20
Whakapaumahara Marae Trust Board	$ 341,028	1	Whakapaumahara Marae Trust Board	14	9/10/20
Waihapa Marae	$ 180,904	1	Waihapa Marae	12	9/10/20

Provincial Growth Fund Snapshot

As at 31 August 2020, The Provincial Growth Fund has announced $712.8M of funding for Northland. Below is the snapshot of announced projects.

				
6	Digital Engagement	Northland Inc	In progress	For the Digital Enablement Plan to be optimised resourcing for the coordination of the programme neds to be prioritised. Several programmed are well into delivery such as marae connectivity and digital hubs, but COVID has significantly highlighted infrastructure gaps. Discussions are in play between NRC and Northland Inc. regarding resourcing.
7	Regional ICT	FNDC	In Progress	The ICT Teams from the four Northland Council have discussed forming the “Northland Digital Collaboration Alliance”. This is a “re-boot” to the previous Northland|Forward Together Regional ICT Group. Other priorities include: • Common Network Infrastructure – Investigation options for four Councils to share a robust and responsive network to support the ever-increasing internet-based applications and services used by all Councils. • Cyber and ICT Security – Supporting each Council to ensure that risks to attack are minimised and people protected. This is inter-related with common network infrastructure. • Mobility as a service – NRC is currently completing work with Spark regarding their mobile fleet and should assist other Councils adopt a similar service.

8	Solid Waste/Recycling	WDC	In Progress	Key priorities are: Agility to on-going changes to the re-cycling market and government policy/reforms On-going changes in the market and central government policy related to solid waste and recycling requires that the Northland TA's maintain a watching brief to see where opportunities and risks emerge. To enable more collaboration across Northland, there would need to be some alignment of policy, regulation, services and funding across the region. Potential regional collaboration projects that may be able to be implemented if central government funding is provided include waste data capture and public education campaigns. A working group have been initiated.
9	Libraries	All		Requested by the Mayoral Forum as a regional opportunity. This has been noted a lower priority with no update to date. Of note; in May 2020, a $60 million cash injection for New Zealand's libraries was announced to help project 170 librarian jobs and upskill them to help coronavirus affected job seekers,

Corporate

Transformation and Assurance

Audit and Assurance

One review has been initiated this reporting period relating to the Northern Transportation Alliance's analysis on comparative time taken to approve roading contracts between Northland councils.

Internal Audit progress included:

- Internal Audit – Information Security – a checklist to ensure information security is maintained around capital project delivery is being developed and will be completed in December 2020.
- Contract Management Review - work on developing a Contract Management Policy and Framework is progressing, including small group testing with key staff.

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 October. The updates are for ARF003 Health Safety and Wellbeing Vulnerabilities, ARF006 Projects Priorities Delivery Delays, ARF009 Customer Service Delivery, and ARF012 Contract Management.

We have also presented a report on the risk assessment process for the Government funded capital works to support economic recovery and stimulate employment 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. A new prioritisation and reporting framework was completed for the internal Customer and Digital Transformation Programme Board in October.

Progress on the a 'Test and Learn' phase of the Creating and Enabling Great Workplaces initiative was slowed by the move to COVID-19 Alert Level 2. This phase involves confirming the organisation's future office space requirements and consulting with staff on a new remote working policy to support the new operating rhythm. This phase will now be completed by the end of the calendar year.

Digital Information Services

Executive Summary

The period has seen the continuation and ongoing work progressing across the team on several key projects and activities.

The process of developing and compiling a new Long Term Plan capital programme for Digital Information Services was submitted for approval and adoption. This process starts to set the future state for how Council maintains and expands several areas that are seen as key enablers for some of the wider organisational strategic priorities and activities.

Council adopted the Far North Digital Strategy which outlines a clear and engaging strategy for how Far North Council can leverage and support the Far North region, which includes the wider Northland Councils and key stakeholders.

Council was also the recipient of two ALGIM (Association of Local Government Information Managers) COVID-19 Special Awards. Council was one of only two Councils to receive two awards (the other being Auckland Council). The awards highlighted the fantastic effort that was done across Council in dealing and responding to the COVID-19 lockdowns.

The two awards were for:
3rd – Fast Tracked Project - #DigitalDemocracy
2nd – Supportive Team – All of Council

Work continues with laying the foundation to support the future operating rhythm as part of the Creating and Enabling Great Workplaces.

Northland Digital Collaboration Alliance

Over the past period, the Northland Councils have had some informal meetings to determine what activities and future Long Term Plan projects each Council are undertaking. As expected, there are a few common areas which each Council will or is planning to undertake. The focus of a number of these areas relate to continuing some of the internal transformation strategies – particularly around supporting and developing the continued development of the Working from Home (remote working) and the various services that are increasingly required to maintain this.

Several focus areas have been identified and plans to start progressing soon.

- The teams from the four Northland Councils have discussed the forming the 'Northland Digital Collaboration Alliance'. This is a 'reboot' to the previous Northland Forward Together (ICT Collaboration Group). The focus was to support each Council particularly with the 'new normal' that we are all now developing.

- Common Network Infrastructure – This area would focus to investigate options for Far North authorities to share a robust and responsive network with the ever-increasing internet-based applications and services used by all Councils.

- Cyber Security and ICT Security is a key area which has been a focus for some time and not given the change in operating modes, a number of collaboration sessions around how each Council is able to support each other to ensure risks to attack are able to be minimised and out people are protected. This has a cross over with the common network infrastructure activity.

- Mobility as a Service – NRC is currently completing work with a project with Spark for their mobile fleet and this will be used to help other Council to adopt a similar service.

ICT Operations and Delivery

ICT Service Desk Requests: The number of ICT Service Desk requests received during the September-October period was 2,440. This number is down from 2,831 which were received in the July-August period. The number of outstanding requests yet to be resolved is 415 which the team are working hard to reduce. A future improvement programme is being developed to support the new operating rhythm of Creating and Enabling Great workplaces.

ALGIM Local Government Cybersecurity Programme: Council has 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 was to undertake an audit which was completed by SAM for Compliance Ltd on 7 and 8 October. The outputs of this audit are feeding 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. Providing safe, secure, and functional information systems is vital for the successful operations of our Council.

The initial findings of the audit show protection levels generally higher than those observed at most organisations during an initial assessment, although there were some areas for improvement

identified such as:

- Ensure all documentation is up to date and maintained
- Ensure that at least one backup of systems and information is available off network for emergency restoration purposes
- Further improve multi factor authentication on remote access and cloud services
- Enable storage encryption on laptop computers in order to reduce the opportunity for information to be extracted from these devices in the event of loss of theft
- Develop a Council wide Cybersecurity Awareness Training Programme to ensure that staff are aware of their part in protecting information and systems
- Implement an automated server patch deployment system in order to reduce the overhead currently associated with server patching.

Planning is currently underway to implement these recommendations.

ALGIM IT Satisfaction Survey

Far North District Council conducted an IT Satisfaction survey in September 2020. The objective was to quantify the Council's perception of the Digital Information Services and gather constructive feedback to help guide future IT direction and priorities.

The four main dimensions surveyed were:

- Satisfaction with IT
- Value from IT
- Relationship with IT
- IT capacity and constraints

The survey completion rate of 50% was achieved, with 205 responses from 414 invitations.

The overall results were as follows:

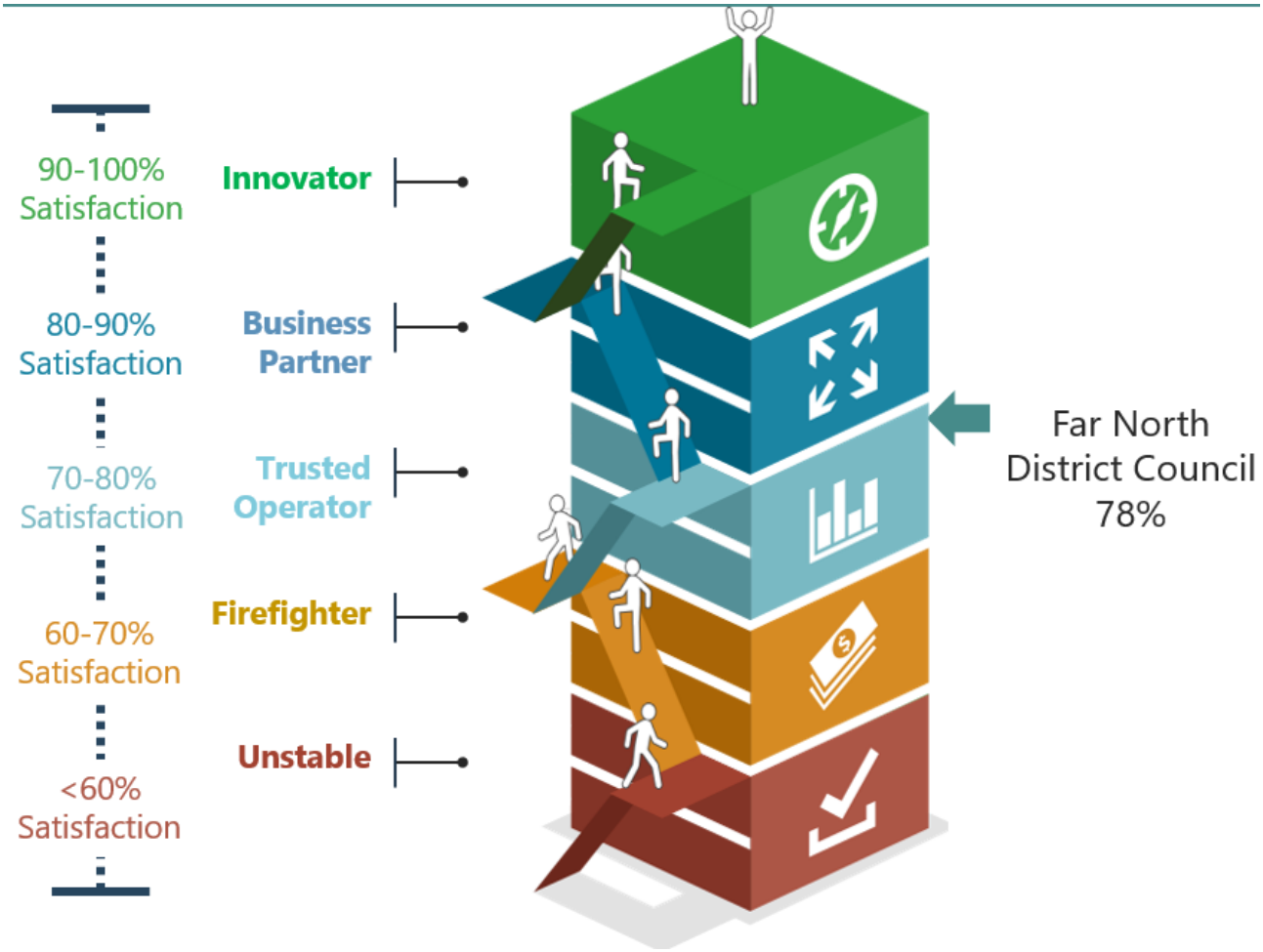
78% overall Satisfaction

- 6% higher than NZ Local Govt mean of 72%
- 4% higher than Int'l Govt Sector mean of 74%

76% overall Value

- 5% higher than NZ Local Govt mean of 71%
- 3% higher than Int'l Govt Sector mean of 73%

These results were benchmarked against the 19 other NZ Councils as well as other International Government agencies.


90-100% Satisfaction
80-90% Satisfaction
70-80% Satisfaction
60-70% Satisfaction
<60% Satisfaction
Innovator
Business Partner
Trusted Operator
Firefighter
Unstable
Far North District Council 78%

Data Insights and Programme Delivery

Information Management (IM)

Property File ePathway Applications: September: 314 / October: 317 Objective Support:

Support requests resolved: 312
Files and folders created and approved: 148
Objective users'. changes/movements: 106 (this number is higher than usual due to a project to rationalise Objective user accounts)
New User setup/staff movements: 15

Objective IQ Training sessions

The rollout of the new version of Objective and its browser-based version, IQ, is going well. The Information Management team leader has visited 12 team meetings to give an intro session to the new functionality and staff are enthusiastic about the easy new way to use Objective. The new version is a key part to how Council officers will be able to access information when working remotely more efficiently and easily.

Programme Delivery

Registrations: The registrations functionality has been released to the public. This enables the customer to register as a user with FNDC allowing them to see a more complete set of information about their interactions with council. A registered customer can also submit online building and resource consent applications and track their progress. You can see specific details about the individual consents that they have lodged. You can also see licenses specific to inspections, property details and request for services you have lodged

Upgrades Programme: Pathway The new version of Pathway is currently in user acceptance testing scheduled to go live 27th November. This will enable a cleaner upgrade path to Pathway UX which represent a fundamental change to the way pathway will look and operate

Online Services:

- The use of the MyFNDC portal to lodge Requests For Service (RFS) has been successfully implemented. It has been well received by staff and the public. There has been 650+ RFS' lodged by myFNDC thus far.
- 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 released to the public
- Mobile inspections and the mobile RFS tool are now being used in six areas of the business. The procurement of additional devices is supporting this initiative. The areas that are using the mobile inspection functionality are: Building warrant of fitness, Business registrations, food business registrations, liquor licensing, onsite disposal, swimming pool and fences.
- The Vision 2020 online resource consent applications were launched to the building practitioners on 1st October and is also available for public use.

- The online building consent applications were launched to building practitioners on the 1st of October and are also available for public use.
- Training sessions for building practitioners for online building and resource consent applications have been undertaken via Microsoft Teams, this has been well received with positive feedback. Approximately 40 building practitioners have attended these sessions.

Business Intelligence (BI) & G.I.S.

Pathway Upgrade: The BI team did database analysis on the new Pathway UX for the upcoming pathway upgrade. This was to confirm that there are no major architecture changes to the database that would disrupt the BCA BI dashboard and performed some Pathway UX form customization to assist finance with upcoming migration to Pathway UX "The Pathway Upgrade".

Online Services: Analysis has been done on a solution to enable Rates customers to receive e-mail communication instead of physical letters. This will enable the Rates team and thus Council to send rates communication to rate payers electronically and directly from pathway eliminating large amounts of manual processes.

Data Quality: Data quality analysis was done comparing Māori Freehold Land with LINZ data, Pathway data, 2017 Maori Land online and Quotable Value (QV) data. The aim is to have a single source of truth identifying which properties are Maori Freehold land to ensure the reporting of rates debt and modelling the impact of the upcoming Maori Land amendment bill are accurate. Furthermore, there are no checks against the data provided by QV. (E.g., Land being incorrectly classified subsequently affecting the valuation of the property.). The BI team are working with the Maori Land Court to secure a regularly updated data source for Māori Freehold Land. The modelling of the impacts of the Amendment Bill has also exposed the issues with missing titles. This is a high impact data quality issue that needs to be addressed by the Property team.

Building Control Authority (BCA): BI made changes to the data warehouse, reporting and pathway dashboards to accommodate the changes to the BCA workflows for them to pass their accreditation. This was needed to accommodate the new online services workflow that launched on the 1st October 2020.

Information Management: A new Information management dashboard was published to Bi report server. This will enable the Information Management team to track all the property requests they receive and give Council visibility into the rising number of property information requests

Rates Audit – Rating Review Data: An additional Rates Audit report has been built to include the new rate types as part of the Rating Review to support the rates team to ensure correct rate types are allocated across all rate accounts in accordance with policies and legislation.

RFS (Request for Service) Data Quality Assessment*:* The Business Intelligence team is continuing their deep dive into the data integrity and structure of RFS data. Data quality measurement are under way to evaluate data confidence and accuracy across all areas of the RFS process. Review and feedback with SPP on the data quality and analytical potential of the LTP pre-engagement survey and Rating Review survey before release.

Far North Maps: A new public facing Far North Maps has been developed to replace the current maps on the FNDC website. The benefit of the new Far North Maps is that we will be able to update and manage data internally and make changes based on users' feedback in almost real time. Video tutorials have been made to help the public make the most of the new Far North Maps.

Program Darwin: The BI team created and tested Phase 2 & 3 data migration packages to assist the easy transfer of data from the old asset management database to the new IPS system. We also assisted with phase 2 to add legacy Asset ID to the correct sections of IPS. With Phase 3 in mind, we helped to add location and description textual data to correct sections in IPS.

Operational Financial Performance
As at 31 October 2020

Whole of Council Statement of Operational Financial Performance for the period ending 31 October 2020	Year to date					Full year		
	YTD Actual $000's	YTD Budget $000's	Variance $000's	Actuals YTD as a % of Total	Actuals YTD as a % of Annual	Total Annual Budget $000's	Total Annual Forecast $000's	Forecast Variance $000's
Operations								
Operational income								
Rates - general (excl water supply rates)	29,948	29,842	106	33%	33%	89,525	89,525	0
Rates - penalties	292	518	(227)	14%	14%	2,073	2,073	0
Fees & charges (inc water supply rates)	5,978	6,067	(89)	35%	35%	17,059	16,904	(155)
Central govt subsidies - operational	3,723	3,409	314	34%	34%	10,825	10,884	59
Other income	2,916	1,497	1,419	79%	66%	3,686	4,427	741
Capital income								
Central govt subsidies - new works	1,890	2,782	(892)	20%	20%	9,354	9,327	(27)
Central govt subsidies - renewals	4,389	6,314	(1,925)	25%	29%	17,378	15,297	(2,082)
Other contributions	1,043	0	1,043	0%	5%	0	21,321	21,321
Development contributions	0	0	0	0%	0%	0	0	0
Total operating income	50,179	50,428	(250)			149,901	169,758	19,857
Operating Expenditure								
Payroll related costs	9,377	9,373	(4)	31%	31%	30,452	30,452	0
Other staffing related costs	611	668	57	28%	28%	2,181	2,152	29
General expenses	2,308	3,302	994	24%	24%	9,691	9,665	26
Rate remissions	1,412	1,525	114	63%	63%	2,257	2,257	0
Contractor & professional fees	15,994	15,602	(392)	30%	29%	52,442	54,801	(2,359)
Grants and donations	387	664	276	24%	24%	1,647	1,624	22
Allocations (direct and indirect)	0	0	0	0%	0%	(0)	(0)	0
Interest costs	478	572	93	28%	28%	1,715	1,715	0
Sub-total	30,568	31,706	1,138			100,384	102,666	(2,282)
Depreciation and other asset costs	11,666	11,548	(117)			34,645	34,645	0
Gain/Loss on Disposal	(7)	0				0	0	0
Total operating expenditure	**42,226**	**43,255**	**1,021**			**135,029**	**137,310**	**(2,282)**
Net operating surplus/(deficit)	**7,952**	**7,174**	**778**			**14,872**	**32,448**	**17,575**

Statement of Capital Financial Performance for the period ending 31 October 2020	Year to date $000's			Actuals as % of Total Budget	Actuals as % of Annual Foreca	Full year $000's		
	YTD Actual	YTD Total Budget	Variance			Total Annual Budget	Total Annual Forecast	Forecast Variance
Capital Works								
District Facilities	1,173	779	(394)	7%	7%	17,059	17,278	(220)
Stormwater	669	345	(325)	36%	36%	1,844	1,844	0
Solid Waste	15	0	(15)	4%	4%	421	421	0
Wastewater	2,117	3,738	1,621	18%	18%	11,696	11,552	144
Water Supply	980	1,895	914	15%	11%	6,549	8,675	(2,126)
	4,956	6,756	1,800	13%	12%	37,570	39,771	(2,202)
Roading & Footpaths	10,409	12,601	2,193	23%	16%	45,362	63,989	(18,627)
Other								
Environmental Management	155	233	78	8%	8%	1,914	1,914	0
Governance & Strategic Administration	511	435	(76)	12%	12%	4,286	4,357	(70)
Customer Services	286	416	130	19%	18%	1,467	1,557	(90)
Total Capital Works	**16,316**	**20,440**	**4,125**	18%	15%	**90,599**	**111,588**	**(20,989)**

Achieved for the year: As at 31 October 2020 the operational surplus, which excludes capital income, is $12.3 million against a planned $9.6 million. The Operational budget variance is therefore a 28% surplus.

Major savings are in general expenses where insurance costs are not due for renewal however, this is offset by the over expenditure in contractor & professional fees which is related to the first response costs to the July storm event for roading, water and wastewater.

We are currently tracking above the forecasted position in operational income. This is due to PGF

funds received for Lake Omapere for de-mobilisation costs and road sealing projects at Ruapekapeka, Ngapipito and Peria Road. Furthermore, we have received half of the Ministry of Business, Innovation & Employment grant for Twin Cost Cycle Trail and a NZTA subsidy for the July storm event.

Operations

Customer Satisfaction Results

	Responses	2020 YE Goal	Oct CSI	Trend	Sept CSI	% Change	Comments
Visitor Experience	249	99	**98.7**	↓	99.0	-0.3%	Consistently amazing results.
Library Services	138	TBC	**95.9**	↑	93.4	2.6%	Steady increases, fluctuations due to delays in manual entries.
Community and Customer Service RFS	7	TBC	**70.2**	↓	92.9	-32.3%	Decline (low sample size) - feedback indicate dissatisfaction with some HFE requests and plot requests that were turned down.

Contact Centre / Service Centres

- 15.81% increase in financial counter stats for Service Centres (3,054 up from 2,637)
- 3.30% increase in calls to the Contact Centre (15,111 up from 14,628)
- 11.98% decrease in AskUs emails (3,130 down from 3,556)
- 2.86% decrease in Building Inspection bookings (986 down from 1,015)
- 2.30% decrease in visitors to Service Centres (7,984 down from 8,172)

i-SITEs

- 19% decrease in visitor numbers (19,802 down from 24,680)
- 23% increase in retail revenue ($16,406 up from $13,264)
- 32% decrease in transaction spend ($26,490 down from $39,397)
- 4% decrease in transaction numbers (8,071 down from 8,479)

Libraries

- 231% increase in eBook, magazine, newspaper, film and audiobook downloads (23,075 up from 6,795), reflecting high use of new databases Press Reader (magazines and

newspapers) and Beamafilm (film)

- 16% decrease in book checkouts (63,742 down from 76,357) with the previous period including inhouse checkouts as the new Kawakawa library was stocked.

Regulatory Services

Environmental Services

A total of 1,388 Requests for Service were received during September – October 2020. This is 376 less RFS's received compared with the previous two months, mainly due to the dog registration period ending with a lower number of RFS's for queries in this area.

Animal Management

The Animal Management team received a total of 642 Requests for Service during the September – October period and maintained an average of 96.5% of RFS responded to on time. The lower number of RFS's (a decrease of 243 RFS's compared with the previous period) relates to the reducing number of dog registration queries actioned by the Administration team.

The number of field-based RFS's received for this team has dropped by 50 for this period to 515; 149 of these RFS were for Priority 1 responses.

Out of a total of 11,128 known active dogs in the district, there are now over 8,500 dogs currently registered for the 2020/2021 registration period, an increase of 2,000 dogs from the previous period. This figure is made up of renewed registrations and new dog registrations. This is due to the team working through a successful, proactive registration follow-up programme.

74 dogs were impounded across the District during the September – October period, with 7 dogs rehomed through the Council's website and 10 dogs transferred to the Bay of Islands Animal Rescue for re-homing.

A total of 8 infringements were issued to dog owners for offences during the September – October period; 2 of these were for having an unregistered dog.

Work has now started on the northern animal shelter in Kaitaia. The build is expected to take six months. The design work for the southern shelter continues and the aim is to start construction in the early part of 2021.

Environmental Health and Monitoring Compliance

There were 84 food business verifications completed during September and October 2020 and 58 proactive alcohol license Good Host Visits (GHV) conducted. This is nearly twice as many GHV visits than the previous period. The Environmental Health Officers are conducting Good Host Visits (GHV) concurrently when they carry out a food verification, and the newly appointed Technical Officer is also now conducting GHV.

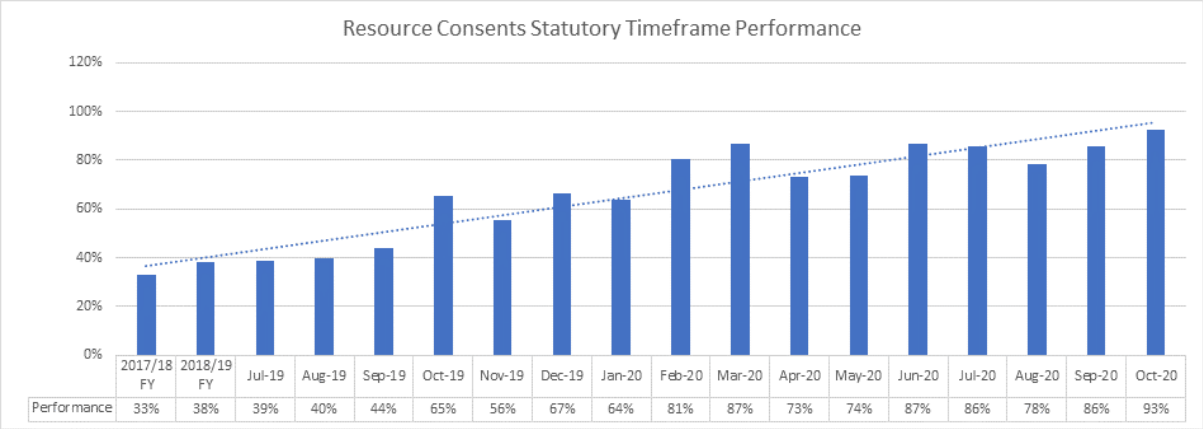
A total of 174 noise complaints were received in the September-October period, with 142 of these complaints being in the urban areas. Response times for the reporting period average at 82% (against a KPI target of 95%, with responses for urban areas within one hour and rural areas within two hours). Discussions are being held with the contractor for after-hours noise complaints regarding improving

response times.

There were 126 Parking Infringements issued during the September-October period, with a total dollar value of $4,754. This is an increase of 34 infringements over the last period. The sole parking warden for the district has been the recipient of two serious threats; these health and safety incidents have been reported to the New Zealand Police, but did negatively affect the parking warden's availability for enforcement duties.

Resource Consents Management

174 resource consent applications were received during the months of September and October and 87 consents were issued during this period.



The upward trend in consents being processed within statutory timeframes has been maintained during September-October 2020, with 89.5% of resource consents processed within statutory timeframes (the average for the past 4 months was 85.75%).

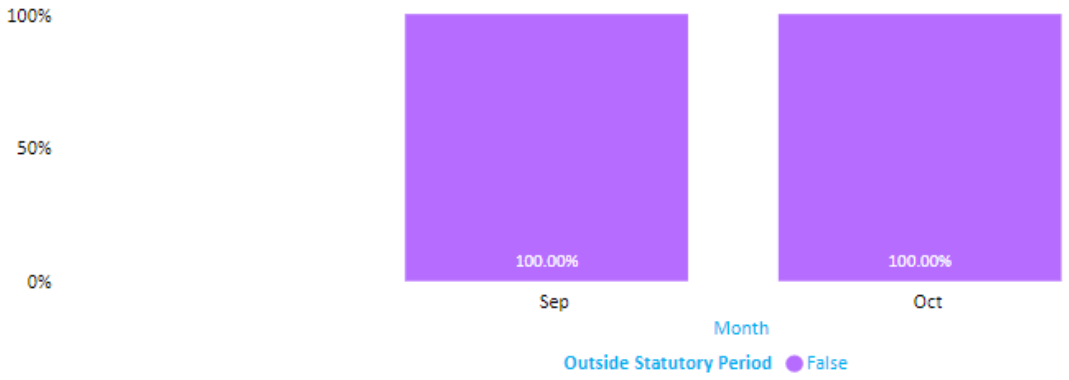
Building Consents Management

The number of building consent applications is tracking above the four-year average (above the blue line in the graph); the spike in consent numbers for September (172) is the highest on record for the

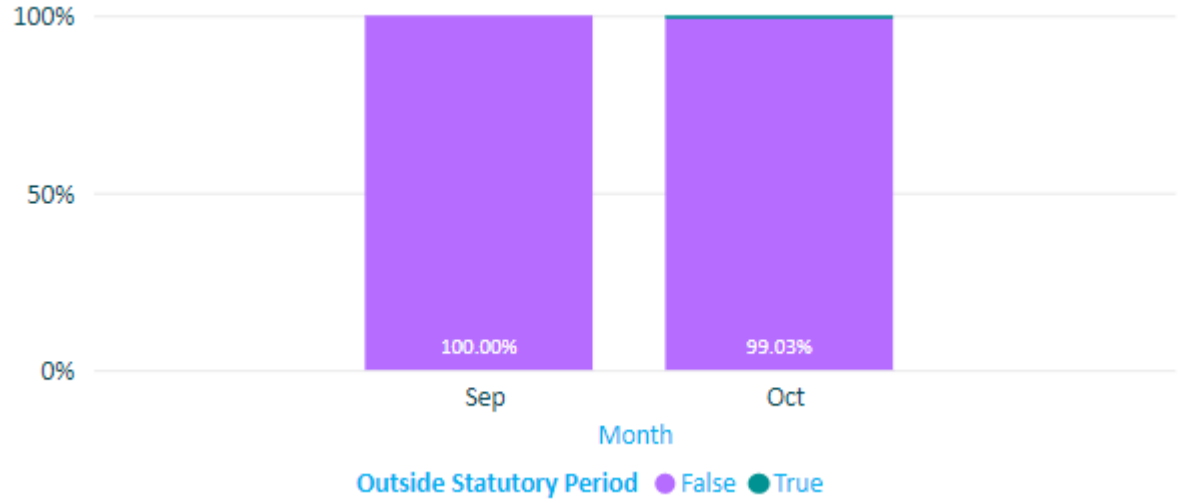
month since 2009.

- During the September to October period a total of 327 building consents were received
- The BCA issued 234 building consents during the same period
- 99.37% of building consents were issued within the legislative time frame of twenty working days. The average number of days to issue a consent for the above period is 12.3 days (against the 20-day statutory requirement) and 30.94 calendar days.

Building consent 20-day compliance rates for September and October



Code Compliance Certificate 20-day compliance rates for September and October



At the time of writing this report, a correction had is yet to be be made to one CCC incorrectly captured in the system (issued within 8 days); this would show the compliance at 100% for both months.

Building Accreditation / Building Consent Authority (BCA) Update

International Accreditation New Zealand (IANZ) completed an audit of the BCA on 30 October 2020 and provided verbal feedback on their findings. The result was very pleasing, with only 6 General Non-Compliances (GNCs) requiring clearance by way of providing IANZ with evidence of implementation in certain areas. The full audit report will be available is result will be made available by mid-November 2020 and will confirm the verbal advice provided by IANZ that the BCA is no longer a high or medium-risk, but now fits the low-risk classification and will return to a two-year audit cycle.

Building Compliance

- 47 Building Warrant of Fitness (BWOF) audits were undertaken
- 156 RFS's were received during September and October 2020
- 53 Notices to Fix were issued for breaches of the Building Act during September and October 2020
- Seven Infringements were issued for building-related breaches
- A total of 15 exemptions were issued and 17 Certificates of Acceptance approved

Swimming Pools.

94 triannual pool inspections were carried out, with 22 failing inspection, requiring follow up for compliance

Infrastructure and Asset Management

Roading Summary

After submitting the first draft of a single Northland Asset Management Plan (AMP) document to Waka Kotahi (NZTA) they are currently reviewing the document and the financial requests via a moderation process between September and December 2020, with the final AMP document expected to be submitted by December 2020.

The strong start to the financial year continues with expenditure for activities for the four months through to end October 2020 ($16.996m), almost double that of the same period in the previous two years, with expenditure relatively aligned with forecast and presently on track to deliver this year's significantly increased programme.

Hokianga Ferry (Kohu Ra Tuarua)

Revenue received for October was $60,030.96 excl. GST, which is significantly higher than the same period last year ($46,581.16). We are continuing to see revenue much higher than normal, outside of the typical Christmas peak season. This is associated with strong domestic travel during school holidays and long weekends, due to COVID-19. Installation of a rebuilt jet unit was completed as planned in October, with no disruption to the scheduled service.

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

- Waipapa Roundabout - good progress now being made with the waterproof chip seal layer completed and first layer of Asphalt underway. Starting to ride nicely. All of the asphalt should be complete within the next week. Driver speed is still an issue, and 2 speed recordings have now been forwarded to Police.
- Puketona Roundabout - Drainage is nearing completion, and other utilities mostly laid, sections of the approach lanes are being excavated and metaled. Again, speed is being monitored.
- Kawakawa Roundabout - The retaining walls are progressing well and look impressive. Traffic moves fairly well, but caution is required when heading south from Kawakawa, and north up Highway 11 to Paihia.
- Kaeo bridge & Roundabout documents are being finalised, with construction due to start shortly.
- UFB Crews are now laying the main Fibre in Paihia and Haruru Falls, also, fibre is due to start in the Rangitane area of Kerikeri and Okiato.
- UCG connections have now started in Coopers Beach, with continuous connections being done in Moerewa, Kerikeri, Kaikohe, Kaitaia and Ahipara.

Road Safety And Traffic Planning

Speed Limit Reviews

- The Okaihau-Kaeo-Waimate Speed Limit Review is nearing completion.
- Contractors have agreed a work program to install and update signage to reflect the new Speed Limits
- All speed limit maps have been updated onto GIS based mapping to make future speed limit changes more efficient to undertake
- Council at their October 29th meeting adopted the amendments to the Speed Limits Bylaw
- The planned operative date will be 25th January, to allow for all signage to be manufactured, supplied, installed and community education to be undertaken.
- Next Tranche – focus will now move onto the North Hokianga / Ahipara area.

Other Developments

- SNP pipeline tool – national database of all safety projects with prioritisation to enable Road to Zero target of 40% reduction in DSI's over next 10 years
- High Risk Rural Roads – program of guardrails, improved lane markings, delineation devices and curve signage to reduce the likelihood and severity of run-off-road crashes on our key high-risk roads, such as Kaitaia to Ahipara.
- The Road Safety and Traffic Planning Team has experienced an influx of applications for traffic review against District Plan and Engineering Standards for Land Development requirements. A concerted effort to meet compliance timeframes has been made over October and November

Parking

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

Programme Darwin Summary

Programme Darwin continues to progress albeit at a decreased pace. Subject matter expertise resourcing across all aspects of the programmes workstreams is the primary limitation. System development remains on track and the implementation of a governance framework for key external supplies will be initiated this month. Capture of condition and dimension (size, location etc.) will commence in the first quarter of 2021 with a project manager expected to be appointed before Christmas 2020.

□ 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)

• Limited significant change in status as assets staff committed to LTP and related project initiation (scope) processes.
• Several programmed actions across non system workstreams still to be completed including:
  ○ Review AMS blueprint with stakeholders and project team.
  ○ Document UAT requirements for AMS.
• Condition survey works procurement strategy developed but now subject to change because of potential budget reduction.
	• Engagement with all data supply chain partners e.g. 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.
	• Update report for SLT

□ 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		Potential reduction in condition works budgets will impact LAMP development. Still expect to have a pilot by June 2021 but a fully operational region wide LAMP will not be completed by June 2022.
Data & analytics	Improvement		As condition surveys is yet to start the analytics component continues to retain uncertainty around what we will discover
People & culture	Culture		Engagement program yet to be initiated. Communications framework to be reinvigorated.

Infrastructure Planning Summary

In the month of October, the Infrastructure Planning team progressed work on a number of key projects:

- Paihia Network Model work has been awarded
- Water and wastewater demand forecasting work has commenced
- A first draft of the Infrastructure Strategy is complete and undergoing internal reviews.
- A mediation date for Taipa WWTP consent appeal has been set for February 2021.
- An internal project team is being developed for the Parking Bylaw review

Stormwater | District Facilities | Wastewater | Water | Transport

Activity	Asset Group	Expected Completion	Comment
District Transport Strategy		FY19/20	The Integrated Transport Strategy Programme Business Case is complete and NZTA have accepted the Independent reviewer finding that the PBC is Fit For Purpose. NZTA have recommended that council endorse the PBC now rather than public consultation process is completed next year. This would allow NZTA to complete sign off and therefore to promote the recommended programme to 'Approved' status in the RLTP. As Council have already approved the submission of the programme in full, it seems appropriate to seek council's formal endorsement of the PBC . The recommended programme NZTA TIO Financial System Work Categories and submitted as the first of three entry opportunities for inclusion in the RLTP. The Transport Strategy development project is now being prepared for closure and preparations have now commenced on next phase implementation planning.
Sludge Strategy – Dredge and De-watering Equipment			Sludge management at our wastewater treatment plants is currently outsourced to experienced contractors on a case by case basis. The contractors come onto site, dredge the ponds, dewater the sludge and then transport the sludge to a storage area, usually offsite. This is a very expensive exercise and the 2018 District Wide Sludge Strategy identified substantial cost savings could be realised by owning and operating our own dredge and centrifuge. Tender documents (inc specification) for the substantial purchase have been completed but the project does not have an approve procurement plan. Staff intend on drafting the procurement plan and a report to Council on the matter in the first quarter of 2021.
Sludge Strategy – End Use			Making good use of the sludge as a resource is a challenge. The 2018 Sludge Strategy determined that quarry rehabilitation looked as though it would be the most cost effective "end use" for the bio solids product. In 2018 and 2019 we looked further into practical options for quarry rehabilitation in the Far North. The investigation found a number of hurdles for the quarry rehab to be successful and staff are of the opinion that the second option, of vermi-composting, needs further assessment. Staff intend on procuring an assessment of vermi-composting building on (not re-visiting) the 2018 strategy in the first quarter of 2021.
WWTP consent replacement programme		On-going	A programme initiation document has been approved which sets the process by replacement resource consent applications managed. The objective of the programme is to ensure resource consent application project is adequately resourced, prepared in accordance all relevant provisions of the RMA and the best practicable option for each consent application has been determined though appropriate LGA financial planning process prior to lodgement. 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 WWTP is now underway. Upgrade options assessments for Opononi, Kohukohu, Kaikohe and Kaitaia WWTPs are intended to inform the LTP to Council to decide on upgrade options before the consent applications have been determined.

Stormwater | District Facilities | Wastewater | Water | Transport

Activity	Asset Group	Expected Completion	Comment
Proposed Regional Plan for Northland	All	Early 2021	The Environment Court heard the appeals on water allocation rules during the week starting 26 October. By the end of the hearing there was no clear indication as to which side the court was favouring and a decision is not expected until early 2021.
Paihia Network Model Upgrades		First half of 2021	Consultants, supported by FNDC and FNW staff, have commencement separate water supply and wastewater network model upgrade and calibration projects. Both projects are in data review and flow monitoring planning phase. Flow monitoring of the water supply network is scheduled to commence 23 November, for a duration of 2 weeks, and flow monitoring of the wastewater network is scheduled to take place over December 20/January 21 for a duration of 8 weeks. Consultants and flow monitoring subcontractors are in the process of finalising monitoring locations and health and safety requirements for this stage of works. MBIE have approved an extension to the project completion date for both modelling projects, with a new completion date of 30 June 2021.
Water and Wastewater Demand Forecasting		TBA	In early November a consultancy was awarded the contract to assist FNDC 3W planning staff to develop water and wastewater demand forecasting methodology. Once this methodology is developed, FNDC 3W planning staff will implement it across all communities within the district that are serviced water and/or wastewater. It is intended to commence Water Demand Management Plans once the forecasting project is completed. Water Demand Management Plans (WDMP) aim to identify ways a particular scheme can manage demand to limit the need to invest in increased capacity.
Rawene WWTP Optioneering		On-going	Te Mauri o te Wai have been issued the final technical report with multi criteria analysis and order of costing. Working together with Te Mauri o te Wai we feel that identifying a preferred option in time for LTP consultation will rush a process which has been carefully managed until now. Instead we are considering a Special Consultative Procedure with consultation later in 2021. A project plan for the final stages of feasibility will be prepared before the end of the calendar year.
Parking Policy and Bylaw		June 2022	A district-wide parking policy and associated bylaw is at concept stage. The need for a parking policy is clear having been identified throughout the Integrated Transport Strategy and Plan. The current Parking and Traffic Control Bylaw was not reviewed and will be automatically revoked on 17 June 2022.

Stormwater | District Facilities | Wastewater | Water | Transport

Activity	Asset Group	Expected Completion	Comment
Engineering Standards		June 2021	Councils Engineering Standards are out of date and work is well advanced on a full rewrite to ensure they are regionally aligned and incorporated in the new District Plan which is currently under review. The existing standards were primarily written to control developers but the new version will also set out the standards by which council will hold itself. IAMs staff are part of a working group which has been set up to undertake the rewrite with assistance from consultants. It is hoped that the use of Whangarei District Councils standards as a template will provide regional alignment. Internal workshops will be held W/C 23 November to go through the rewritten chapters before soft launching to practitioner groups in December and public consultation mid-January 2021

Stormwater | District Facilities | Wastewater | Water | Transport

Activity	Asset Group	Expected Completion	Comment
Taipa WWTP Renewal/Appeal		Under Appeal	The 2019 Taipa WWTP discharge consent decision has been appealed to the Environment Court. All parties have agreed to mediation and the commissioners for this process have been appointed. It has been agreed by all parties that, due to commissioner availability, two days of mediation are to be scheduled during the week 9-12 February 2021. However, there is potential for council and the appellants to meet in advance of mediation to see if progress can be made. If this meeting occurs, it is likely to be in early December.
Kaikohe WWTP Renewal		August 2021	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.
Kohukohu WWTP Renewal		November 2020	A preferred option to upgrade the WWTP has been included for consideration within the Long-Term Plan process and is also intended to support the resource consent renewal process, which is currently on hold pending submission of a Cultural Impact Assessment (CIA) to NRC. The preferred option (maintain the existing system, install baffle curtains to the pond and relocate the pond inlet pipe to improve retention time) was determined by way of an MCA workshop attended by relevant FNDC staff. A hui with relevant Kohukohu hapu is scheduled for late November, at which the resource consent renewal process and upgrade options are intended to be discussed, to enable relevant hapu to have an informed discussion of the impacts of the project (consent renewal and WWTP upgrade) on cultural values. A consultant who whakapapas to relevant hapu has been engaged to draft the CIA. Staff have obtained agreement from 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.

Opononi / Omapere WWTP Renewal		June 2021	A final Cultural Impact Assessment for the discharge of wastewater to the Hokianga Harbour has been received. 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 the end of November 2020 for submission of the requested information. Once a breakdown of the rating impacts of the upgrade options is available the information will be sent to NRC along with a request that the application be publicly notified. It is likely that this application will be publicly notified at the same time as the Kohukohu WWTP application as this will be beneficial to those making submissions on the application, and because hearings for the applications are likely to be held 'back-to-back'.

Stormwater | District Facilities | Wastewater | Water | Transport

Activity	Asset Group	Expected Completion	Comment
Puketotara surface water take (source for Kerikeri WTP)		December 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 Kaitaia'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 Kaitaia and that the concession application would be approved (or otherwise) by the new manager. The change in management has 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		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

Stormwater | District Facilities | Wastewater | Water | Transport

Activity	Asset Group	Expected Completion	Comment
groundwater reassessment			two sources than initially determined, then an application to reduce the residual flow requirements of the consent will be made.
Waitangi public toilet consent application		TBC	A resource consent application for a public toilet block near Waitangi boat ramp has been lodged with FNDC. The application included breaches for setback from the Coastal Marine Area and traffic rules.
Centennial park basketball court consent application		TBC	A resource consent application for a half-court basketball court at Centennial park in Kaitaia was lodged with FNDC at the start of November. The application is for consent to breach Stormwater Management and parking rules under the District Plan.

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 charge roadmap which is being led by SPP.

District Growth and Infrastructure Demand Forecasting	Infrastructure Planning team staff have recently engaged a consultant to assist FNDC 3W planning staff to develop water and wastewater demand forecasting methodologies, of which an essential component is forecasting population growth in serviced areas. The demand forecasting methodology project includes reviewing FNDC's current methods of forecasting growth and advising on a consistent methodology that both teams can use to forecast growth in the district. Consistent growth data is information that both the Infrastructure Planning team and the District Plan team 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.
Parking policy and bylaw	A new departmental collaboration project with the Strategic Planning and Policy department is commencing to write a district-wide parking policy and associated bylaw. The need for a parking policy is clear having been identified throughout the Integrated Transport Strategy and Plan. The current Parking and Traffic Control Bylaw was not reviewed and will be automatically revoked on 17 June 2022.
Disability Action Group	The team remain actively engaged with the Disability Action Group. Recent activity includes confirming to the group that their engagement in the Integrated Transport Strategy has led to the inclusion of several projects and activities in the transport programme which will address the lack of facilities and services for people with disabilities. For example, we are working closely with NRC to expand the Total Mobility scheme into the Far North. Our engagement with the group is providing valuable insight into matters that need to be included in the new Engineering Standards

New Connections and FNDC Consent Review

Activity		October 2020	YTD '20	YTD '19	
Applications for new Water and Wastewater connections		8	34	40	8 requests to connect to Council water and wastewater services were received in October 2020. Year to date Council has received 34applications (compared to 40 last year)
FNDC Resource Consent Applications Reviewed by IAM	All	81	252	130	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	254	709	475	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 (to be withdrawn)		• 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. There is an Action Plan created to investigate possible solutions to the management of wastewater. Further to this, the Infrastructure Compliance Lead will work with Northland Regional Council Monitoring Officer to withdraw the abatement notice.
Mangonui Handrail		• The abatement notice was issued in May 2018 Erection of a safety rail on the Mangonui boardwalk required	As agreed by Northland Regional Council, 80m of handrail installed in September 2018 in high-risk area. Consent issued for boardwalk improvements.
Kaitaia Recovery Centre		• The 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		• The abatement notice was issued in Apr 2016 due to the plant evidencing non-compliance with the 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. There has been an 'Issues and Options' plan which has been commissioned and an update will be available in December's report. 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.
Kaitaia WW Network		• The abatement notice was issued in April 2016 due to unconsented network overflows Unconsented network overflows	Screens have been installed at the overflow location and programme of work is underway to reduce frequency of overflows. An Action Plan has been created to prioritise the creation of a Leak Detection Plan. This is a high priority item for the Infrastructure Compliance Lead.
Russell WWTP (withdrawn)		• 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. This abatement notice has subsequently been withdrawn in mid-2020.
Ahipara WWTP		The Abatement notice was issued in March of 2018 because of non-compliant leachate volumes found.	The Pump controller was upgraded 2019, however slight exceedances of the consent limit have been occurring occasionally. There has been continual monitoring done and an Action Plan has been created to address the leachate levels which will be updated on next month.
Kawakawa WWTP (withdrawn)		• 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. This abatement notices has been withdrawn.
Kerikeri WWTP (to be withdrawn)		• The abatement notice was issued in July 2020 due to a non-compliance with the wastewater discharge criteria.	Kerikeri WWTP required to be commissioned and operating on/before 30 November 2020 to meet requirements of this abatement notice. FNW is on target to meeting the 30 November deadline of handover and completion which will satisfy the requirements under the conditions imposed by the abatement notice and subsequent withdrawal.

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)
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 end of November 2020 for audit purposes only.
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 FY21/31 LTP. 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	FY21/22	Consulted with Audit, Risk and Finance and a process is to be drafted / process mapped. Other parts of Council i.e. SPP, Legal and Finance will be consulted in due course.

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		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 October 2020. A report, with options, will be presented to Council meeting in February 2021.
East Coast (Taipa) WWTP		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.
Other		
Asset Management System	All	Full operational use of INFOR won't be possible until December 2020
Stormwater modelling requirements		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		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		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		To be investigated
Data Cleanse / Tidy Up	All	A continual process but aim to have it completed prior to Phase 1A implementation of the new AMS (December 2020).

3 Water Operations

Summary

During the month of October there were 367 requests for service (RFS) call outs, down from 391 in September. Planned Maintenance for October was 99% out of a total of 138 jobs, up from 25% in September.

Health and safety location compliance certificates (LCC) and Stationary Container Certificate (SCC) have been presented to the council for Opononi, Taraire and Kaitaia Water Treatment Plants, following audit performed by DG Compliance and WSP consultant.

Kawakawa Water Treatment Plant renovation in progress. Completion is due middle of November.

Paihia odour and taste issue has been investigated: Recommendations have been submitted to council for review and decision.

On the 30th October 2020 Elected Members visited the Taipa WWTP site this was a successful event for al involved.

Omanaia Water Treatment Plant (WTP)

There has been Regular water loss between Omanaia and Rawene WTPs have started to arise, increasing consumption of chemicals and electricity. Several leaks have been fixed in October. The poor condition of the line requires a lot of attention, escalation may require a new line to be installed.

District Water Supplies

The new Sweetwater bore pipeline which will supply the Kaitaia Water Treatment Plant (WTP) is going to take some time to construct and is unlikely to be commissioned for the early part of the 2020-21 summer period. Supplies for the Kaikohe water supply scheme have not changed significantly. The Kerikeri water supply will need to continue to rely heavily on the Kerikeri Irrigation Supply (KIS) for the bulk of the raw water supplied to the WTP. Line failures and non-supply should be expected again this summer.

District facilities

Parks And Reserves

Lindvart Park, Kaikohe

Measures have been taken to stop access onto the park by mainly motorbikes destroying the playing fields and grounds have been completed. Two people have been trespassed as a result of damages done to the sports fields recently.

Signage is in the process of being finalised with Sportsville that provides appropriate messaging is displayed in key locations around the facility.

Lucy Baxter Reserve, Omapere

The large concrete slab that was posing a potential risk to beach goers as per then photo below on the beach front of Lucy Baxter Reserve, Omapere was removed and disposed of by contractors.

Whilst the contractors were onsite they were able to successfully undertake the removal of a large decomposing ow that had washed up on the beach a short distance from the site.

Waipapa River Track

A site visit was carried out with Asset Management and District Facilities staff along the Waipapa / Waipekakoura River section of the National Te Araroa Trail.

The purpose of the site visit was to assess areas of the popular walkway that are in disrepair.

A further site visit is being organised with Frame Group LTD (project managers for Te Araroa Trail upgrade works) to assess areas of the track that require maintenance and / or upgrading. Frame Group have been allocated PGF funding towards improving sections of the Te Araroa walkway in the north.

Current condition of steps on Te Araroa Trail on FNDC owned reserve

Broadwood

The old Broadwood foot bridge is due to be demolished and new signs have been erected to notify public of the hazardous conditions of this bridge, informing public that access is not allowed.

Broadwood swing bridge closed with signs erected

General

We are receiving an increasing number of complaints concerning some reserves where there continues to be unsatisfactory behaviour, loud music, impromptu parties and illegal activities by certain members of the public that impacts locals neighbouring the reserves and/or people trying to access and enjoy the public spaces. Some particularly prominent locations include Waipapa Landing - Kerikeri, Fairy Pools - Kerikeri and Reed Park – Kaikohe. Each time, we request that they notify the Police, phone noise control etc. however this is doing very little to deter such incidents. We will continue to monitor and look at appropriate options.

Playgrounds

Jaycee Park, Kaitaia

Works have commenced on the installation of the new wheelchair accessible swing, located slightly separate to the existing playground, allowing easier access for all users.

There were issues with the flying fox and parts needing to be replaced already.

Encroachments

Work continues to address a number of encroachment issues across the District. Several other encroachments continue to be investigated and furthered. There continues to be an increase in such issues coming to Council to resolve. Some are as a result of ‘neighbour disputes’.

Te Hue Bay – a site inspection on 21 October 2020 saw that all aspects of the encroachment onto Council reserve land is removed. An agreement is currently being signed to include of the existing slipway and picnic areas on the reserve as community assets.

A dispute between a property owner and an owner of a dinghy, which is being stored on a Council reserve at the end of Wharau road, is ongoing. The owner of the dinghy has advised Council that he is unwilling to remove the dingy unless every owner storing a dingy on Council reserves in Northland is told to remove them.

This is a shedding light on the many dinghy's stored on Council reserves across the district which is not permitted as per the bylaw.

2019/20 Mbie Te Tai Tokerau Redeployment Fund

Six people have been employed as part of the above program and have received extensive training and been through a number of induction procedures. One of the first initiatives the new staff will be involved with is the Broadleaf and Onehunga Weed spraying program across high profile sports fields, parks and reserves.

Housing For The Elderly

Healthy Homes Regulations

Council's requirements to meet these government regulations are currently being scoped for project delivery.

Omapere

HFE project delivery draft stopping, and installation of heating work commenced 26 October. This work includes the window repairs required for each unit as well as the installation of heating units on completion. The scheduled end date is the end of December. Tenants will no longer be required to move out of units while this work is being undertaken.

Waima

Due to the ongoing failure of the water sampling at this facility, urgent remedial repairs to the existing water tanks and filtering system have been completed and is expected to last for up to two years. Replacement water tanks, which were procured as part of the recent drought response, are currently trying to be secured for this site.

Rawene

Unit 3 is currently undergoing extensive urgent renewal work as a result of a significant leak within plumbing pipework in the wall linings. The plumbing work is now completed, and the reinstatement of the fixtures are underway.

Kawakawa

Unit 1 is currently undergoing extensive urgent renewal work as a result of a significant leak within the plumbing pipework.

Kaikohe

Quotes have been received to convert bath to accessible shower due to gradual water damage to the bath surround.

Ahipara

Security gates and extra external security lighting have been installed. Discussions were carried out with the tenants prior to the installation to ensure the gates to ensure they would not pose any further Health & Safety issues including:

- The ability for tenants (current and future) being able to open and close the gates safely and easily esp. should any have disabilities etc.
- Emergency service access

Ahipara Village and new gates

Kaitaia - Puckey Ave

MBIE Funding has been approved to re-seal the Puckey Ave Cal-de-sac. Scoping is currently underway for this work.

Solid Waste

FNDC Solid Waste Services

Panguru Community Recycling Centre

Moving the Panguru Recycling Centre to the Panguru Refuse Transfer Station is back on track now that Top Energy concerns around the vicinity of the shipping containers to the power lines overhead has been resolved.

Solid Waste Contracts

Variation agreements to extend the contracts have been signed off by all four contractors and the CEO.

Kerbside Collections

A recent complaint concerning frustration at the difficulty in obtaining a kerbside recycling bin from Waste Management's website was passed on to their management. Waste Management's Regional Manager has met with their marketing department and will report back on improvements to their system.

Waitangi Community Recycling Centre

An agreement in principle has been reached with Te Tii Trust to establish a community recycling centre on the trust's land in Waitangi. The nearest recycling facility is approximately 20 minutes' drive away in Whangae.

Waste Management are finalising collection requirements before the proposal is presented to FNDC management for approval.

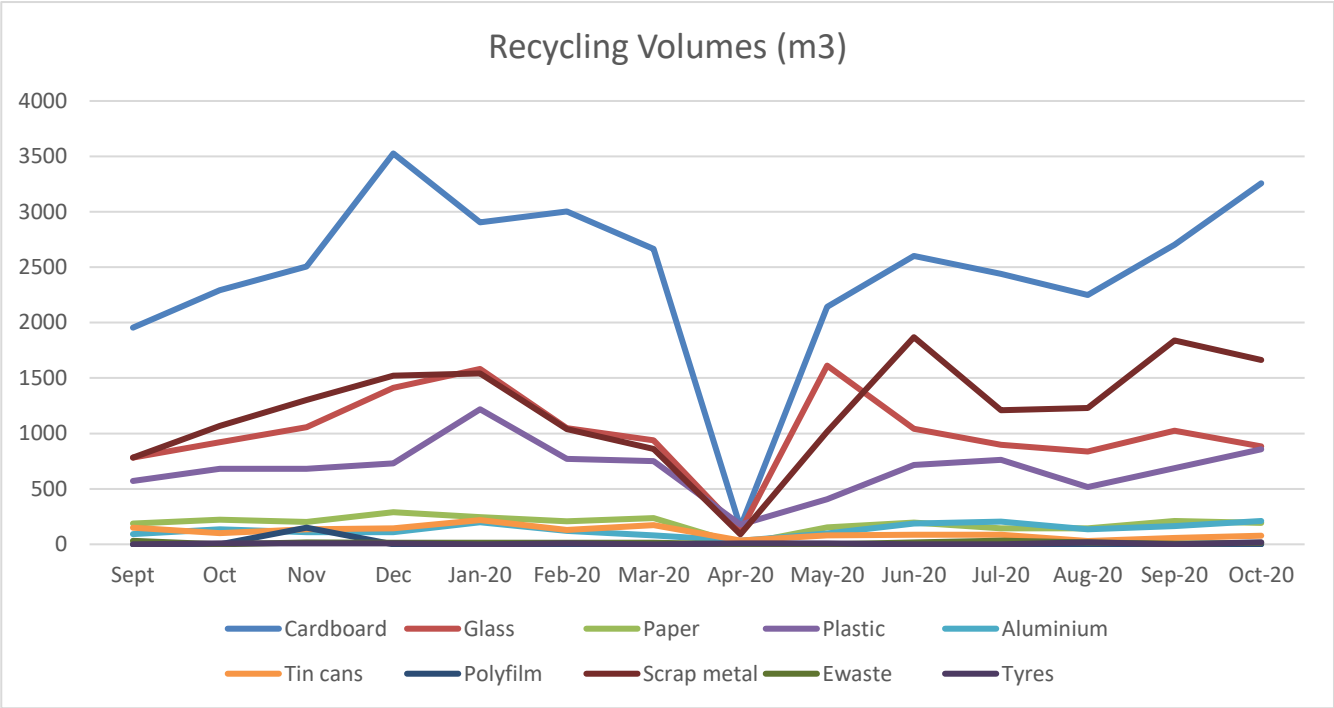
Tyre Shredding Initiative

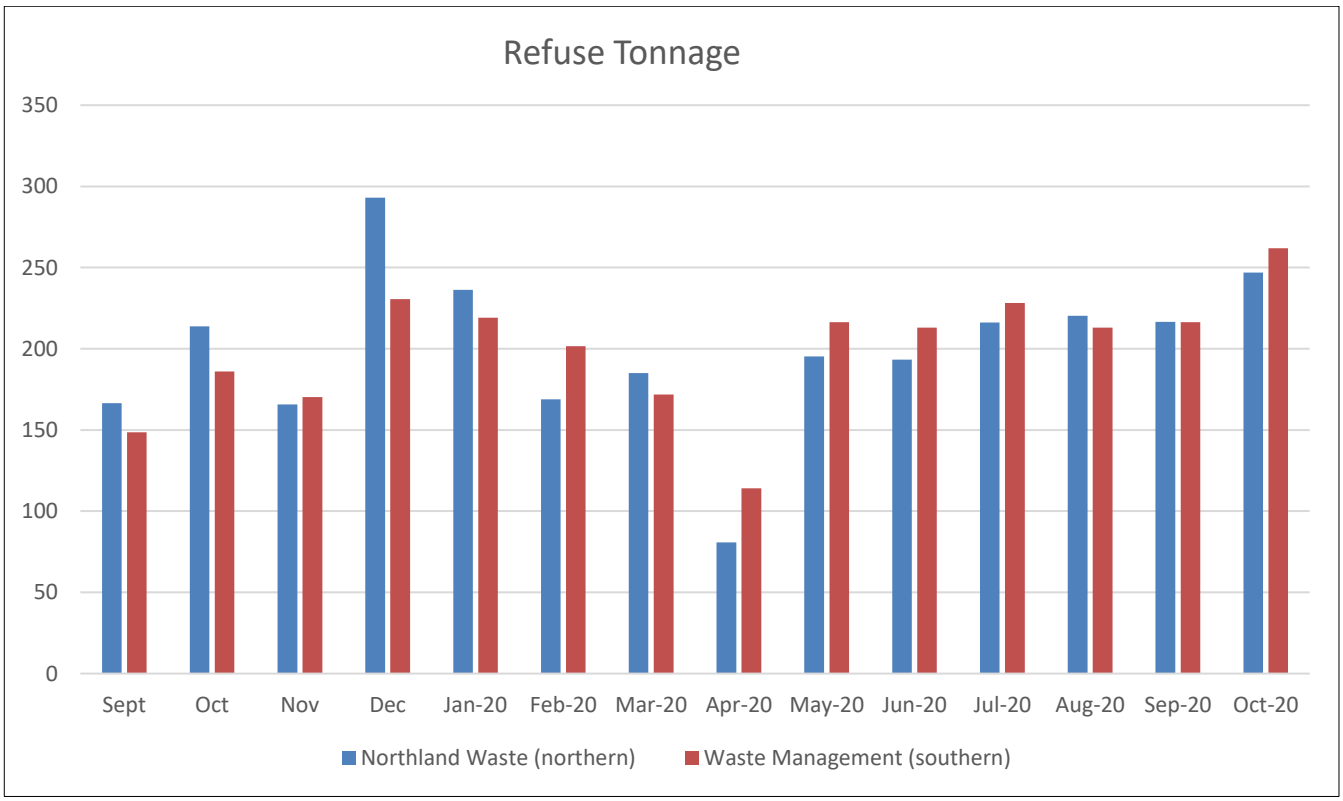
Aupouri Ngati Kahu and Te Rarawa Trust (ANT) has successfully applied to the Provincial Growth Fund for funding for a tyre shredding plant to be established in Kaitaia which will see the tyres transported to Otahuhu Tyre Removals.

MBIE has reviewed and completed due diligence on both Otahuhu Tyre Removals (OTR), George Tan and 'ANT' and associated individuals.

On this basis, staff have approved the 'ANT' Trust as a disposal option for end-of-life tyres received through FNDC Waste contracts. Under the contracts, tyres must be sent to an approved re-use facility rather than to landfill. .

Solid Waste Stats for August





Civil Defence Emergency Management

The Minister of Civil Defence and Emergency Management has released a Cabinet Paper outlining proposed changes to the CDEM Act 2002 to improve New Zealand's future response to natural disasters and other emergencies. The changes are aligned with the Technical Advisory Group review outcomes and recommendations that have been delayed in their adoption due to several emergencies over the last couple of years.

Changes include:

- clarifying roles and responsibilities
- enabling an approved provider to issue warnings and be protected from civil liability
- identifying the NZ Emergency Management Assistance Team (EMAT) in legislation and protecting its members from civil liability
- protecting volunteers from civil liability when acting under the direction of someone performing functions and duties or powers under the Act
- enabling a controller or recovery manager to operate nationwide
- Allowing CDEM Groups (Joint Committee) to meet via audio or video meetings during an emergency
- Providing that any CDEM Group can be a statutory administering authority, but have the regional council member act in that role as default
- Providing that the National CDEM Strategy does not expire until it is replaced

The National Emergency Management Agency (NEMA) have appointed a new National Controller - Roger Ball, who has a wide experience within local government and as a Group Controller for the Nelson Tasman CDEM Group for many years.

Local And Northland Cdem Group

The Northland CDEM Group has completed the regions CDEM COVID-19 resurgence plan for alert Level 2, 3 and 4. The All of Government response required all CDEM Groups to submit their COVID-19 resurgence plans through NEMA by 18 September.

Long Term Plan presentations have been carried out by the Northland CDEM Group to all the region's district councils. The two priority projects for funding are a regional Joint Multi-Agency Emergency Coordination Centre and the upgrade of the regions Tsunami Siren Network.

The Northland tsunami siren network was tested at the start of Daylight Savings on Sunday 27 September at 10.00am. The testing is undertaken biannually to ensure the network is in good working order, a comprehensive advertising media campaign was released in the lead up to the test. Maintenance and repairs are carried out by Top Energy or North power respectively.

The Coordinated Incident Management System (CIMS) training courses cancelled from February onwards as a result of COVID19 have now resumed under Alert Level 1. A course was held in Kaitaia in September with representatives from Police, Fire and Emergency NZ, Department of Conservation attending. A CIMS Planning and Intelligence functions training was also delivered as separate modules over two days, with further courses programmed for October and November.

Controllers professional development training was held on Friday 25 September. Controller

development surveys were submitted by peers and direct reports assessing each appointed controllers' competencies to enable targeted professional development.

Auckland University third year Geography students usually visit Northland each year to investigate topics for their thesis's, however due to Covid-19 this trip was replaced by a Zoom meeting. Northland CDEM Emergency Management staff and an NRC Natural Hazards Advisor met with the students and discussed topics such as the social, cultural and political dimensions of climate change and disasters with a focus on Indigenous peoples and other social groups including people with disabilities.

NIWA is predicting a 58% probability of La Niña conditions for October to December. The trend is for below average rainfall to continue and the prospect of dry conditions into spring and summer. La Niña springs tend to be associated with below normal rainfall in the South Island and south and west of the North Island. This includes areas that have had lower than average rainfall in recent months and face current soil moisture deficits.

NIWA reports that winter 2020 was the warmest on record (1.14 degrees above normal average temperature) and the New Zealand Drought Index is showing dry to very dry conditions in South Canterbury and parts of North Otago unusually early. The forecast temperature is for all parts of New Zealand to be above average (high degree of confidence)

Outlook Predictions – October – December air pressure is forecast to be higher than normal to the southeast and lower than normal in the North of New Zealand. This is expected to be associated with developing La-Nina north-easterly air flows.

Rainfall is likely to be near normal in the north and east of the North Island

Later in the 3-month period, north easterly winds are expected to expose northern areas including northland to sub-tropical rainstorms.

Past la Nina events have featured a gradual trend toward wetter conditions in Northland in late spring early summer.