

Meeting: Kaikohe-Hokianga Community Board
01 August 2018

Name of item: Community and Customer Services Report

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Date of report: 12 July 2018

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Purpose of the report

The purpose of the report is to provide information to the Kaikohe-Hokianga Community Board for the community and customer service activities.

Executive summary

This information-only report is provided by way of an update to Community Boards.

Recommendation/s

This report is provided for information only.

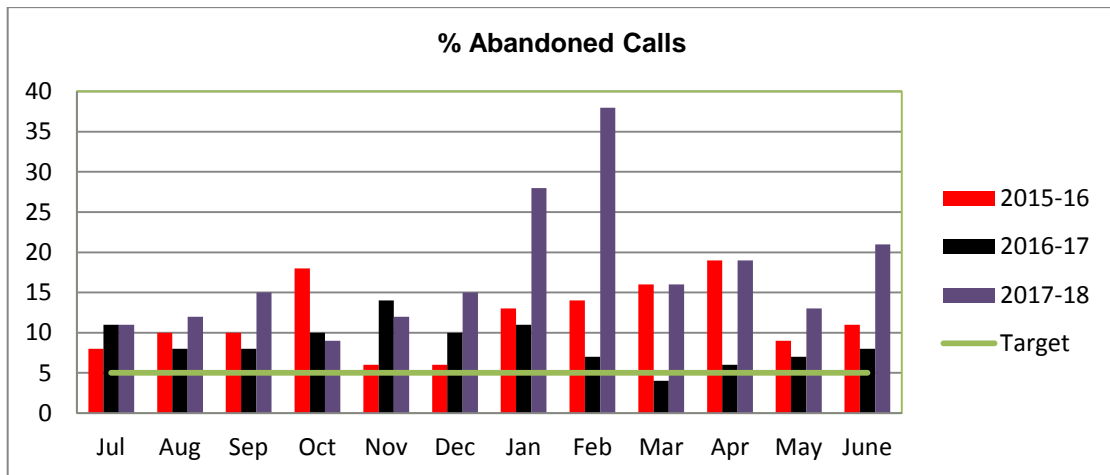
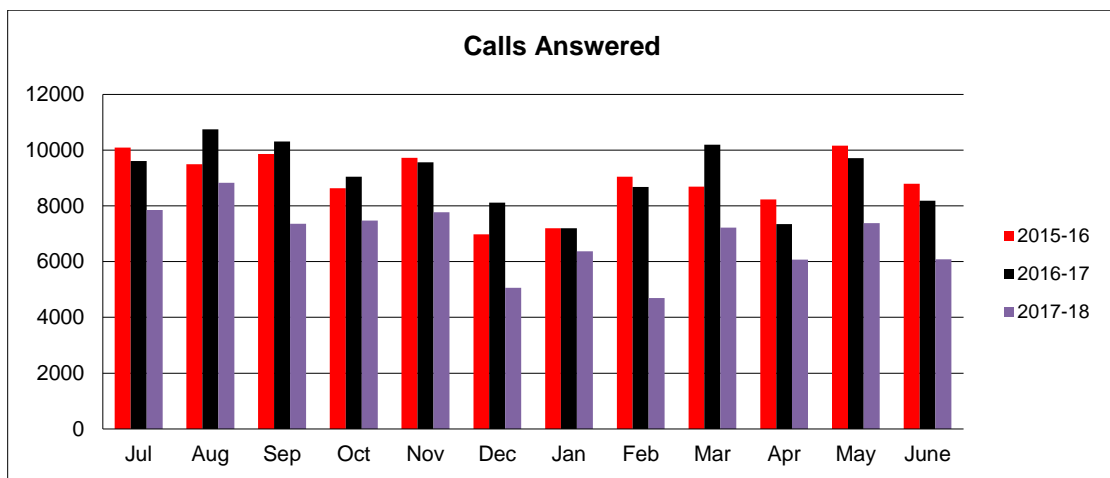
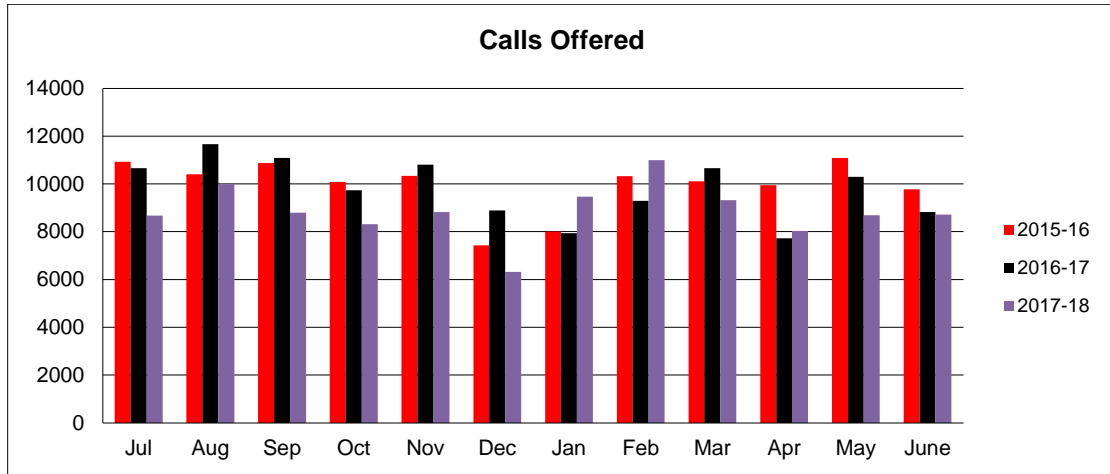
1) Background

Statistical information in relation to the Community and Customer Services Department of the District Services Group is provided to the Kaikohe-Hokianga Community Board to provide an overview of activity and performance for the month of June 2018 for the Kaikohe-Hokianga area.

2) Discussion and options

Contact Centre

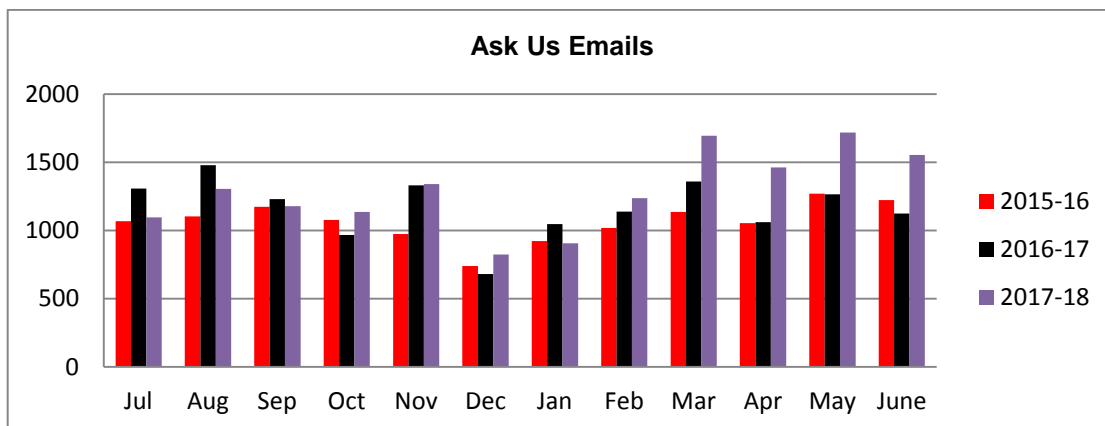
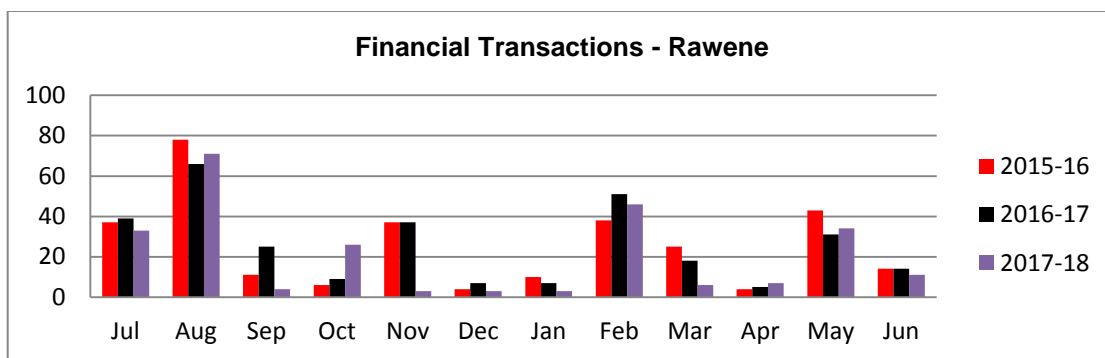
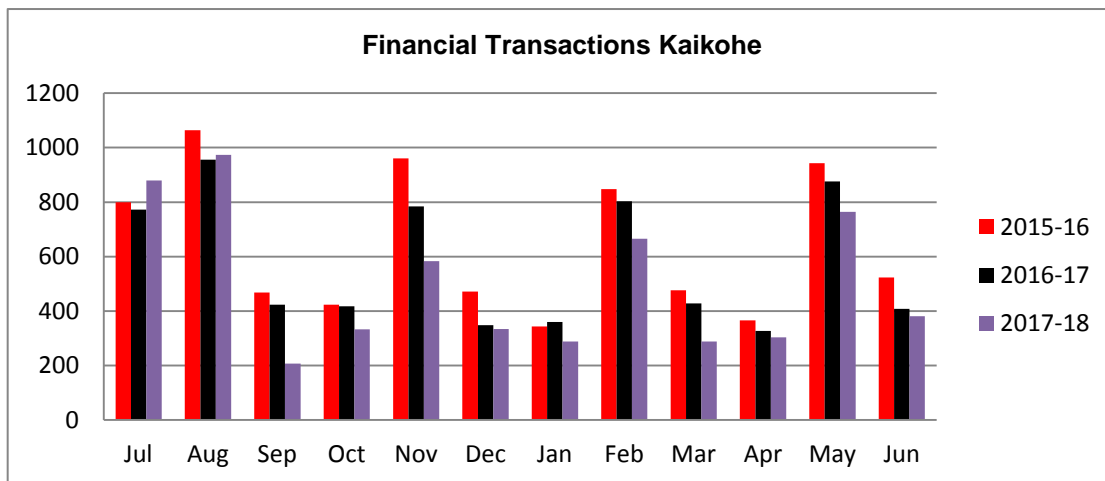
- A total of 11,945 customer interactions were offered and recorded by the new CIC contact centre system in June, just 1% less than in May. Phone – 8,776 and call backs – 1,127, Ask us emails – 1,555 and Walk-ins at Kaikohe – 487.
- The average wait time for calls to be answered was 3m 50s, the target is 20 seconds. The rate of abandoned calls (20%) has increased since last month (13%) and still well above the 5% target. Staffing has made reaching targets very difficult – winter colds and other leave have had a big impact on the Contact Centre operations.
- The top two issues that customers contacted Council about were Rates (including payments, account balances and direct debits) and Building (including booking Building inspections).



Service Centre

Across all service centres there has been a decline in the number of financial transactions as customers tend toward direct debit payments and payment by internet banking.

Processing building inspection bookings and responding to Ask.Us emails are a core focus of Rawene and Kaikohe service centres.



Kaikohe Library

Kaikohe Library has received a new Door Counter and these statistics will be available again as of July 2018. Wi-Fi usage statistics are unavailable until further notice due to an upgrade with APNK, the public library's internet and computer provider. It is heartening to see that despite the continued drop in visitation since the youth space opening in August 2017, the library's check out numbers have remained steady from July 2017, indicating that the library has still retained its readership.

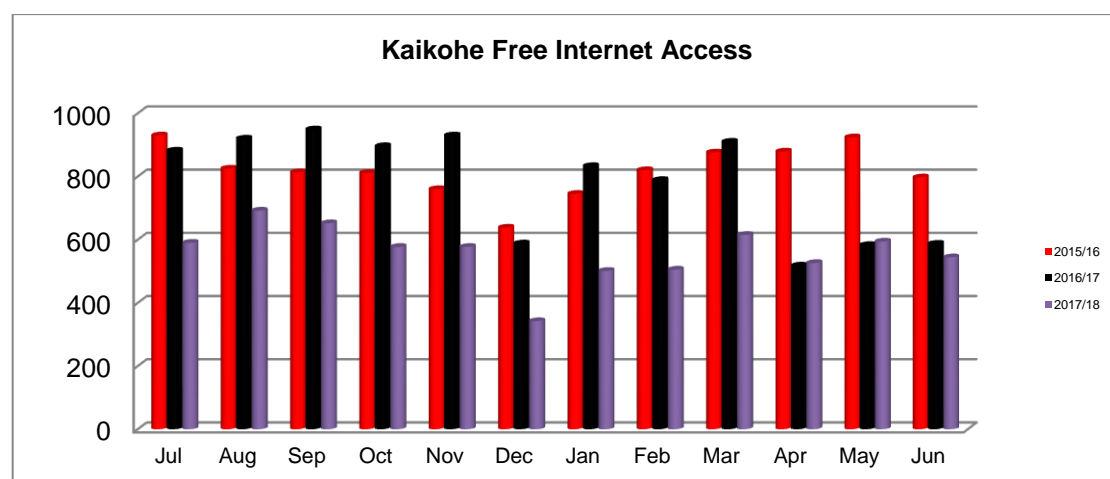
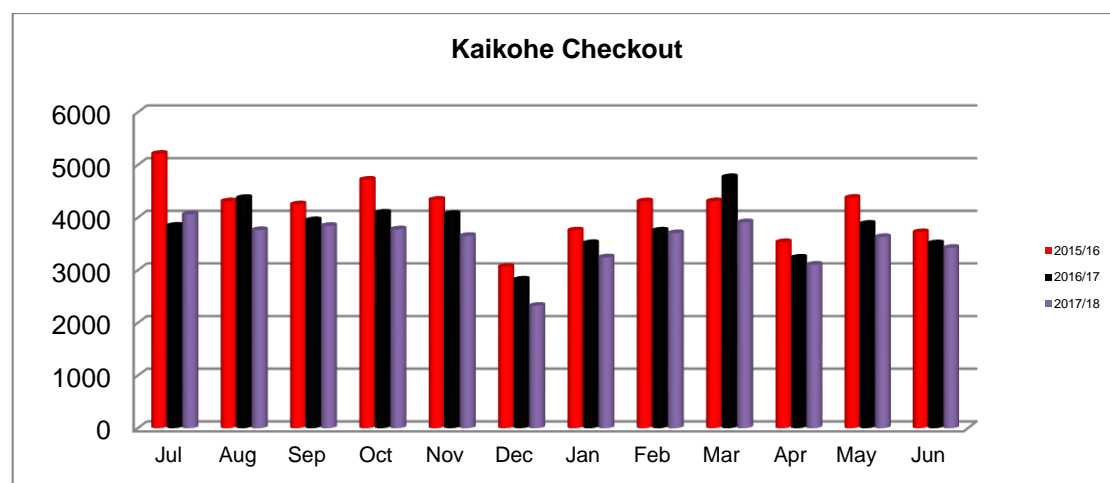
The launch of the borrowable board game collection has been met with enthusiasm by Kaikohe Library patrons, with six out of nine games loaned in the first week. The

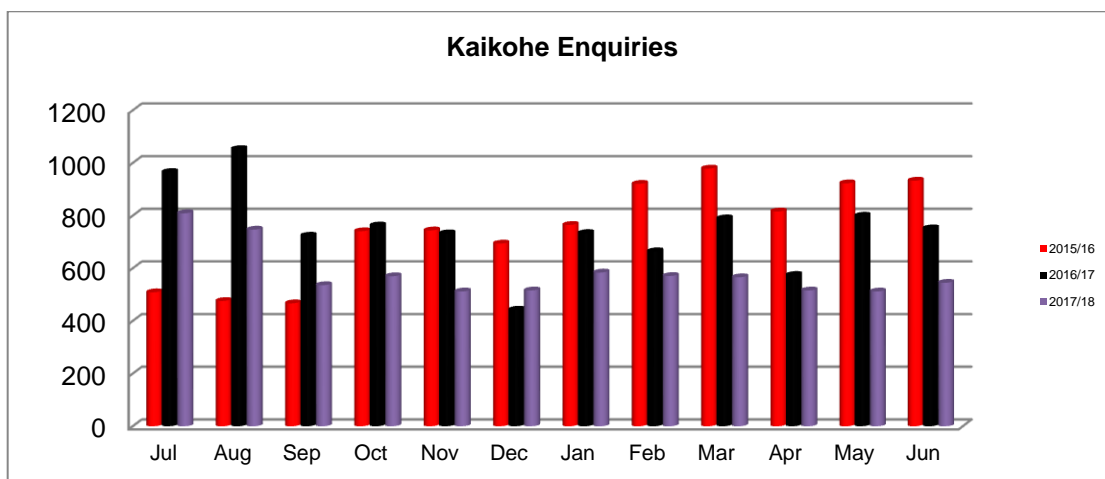
Book a Librarian mentoring service is still being well used and well received and this is being built on with the launch of the Stepping Up programme in August.

There are a number of activities currently being run for the school holiday period – a paper mache mask making workshop over two days, t-shirt redesign and the district wide ‘We love our Libraries’ photography competition managed by the staff at Kaitaia library (open to all FNDC libraries members in three age categories).

The library’s facilities are seeing more use by local groups and the library is currently hosting regular meetings by the Maori Land Research group, Stroke survivors group, and semi-regular meetings of the Kaikohe Youth Council.

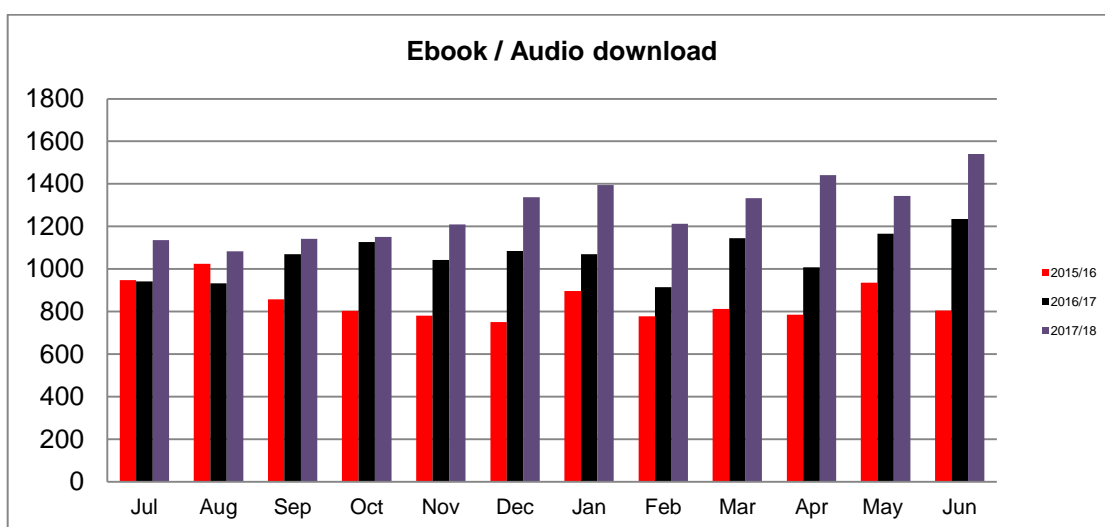
Kaikohe Library staff are currently defining their professional goals for the upcoming year, with a strong focus on community engagement, the upcoming Kaikohe library refurbishment project and services review.





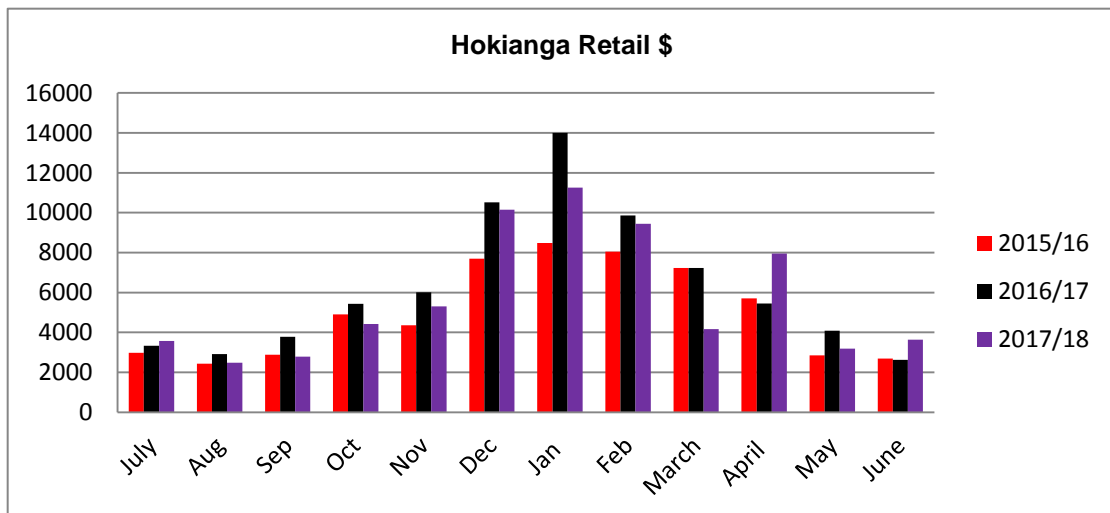
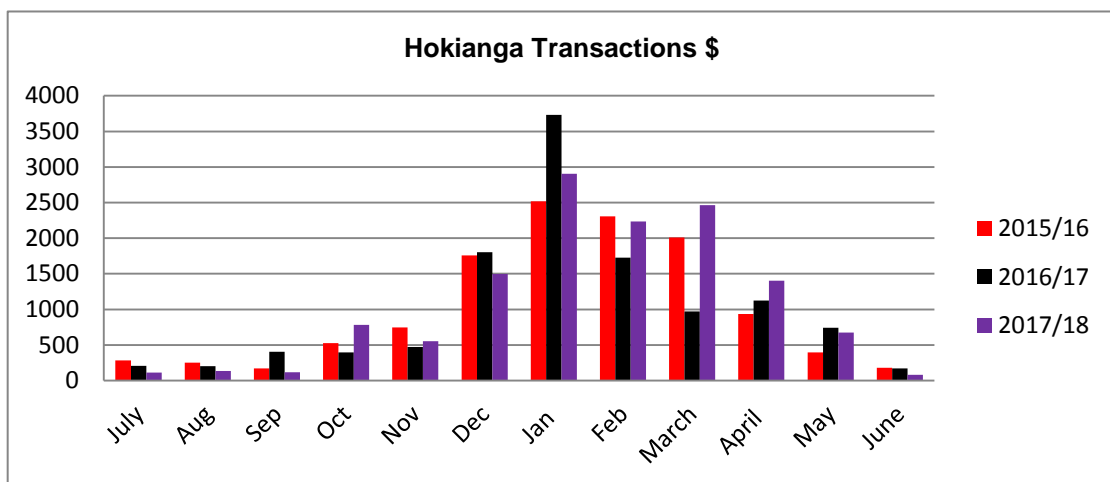
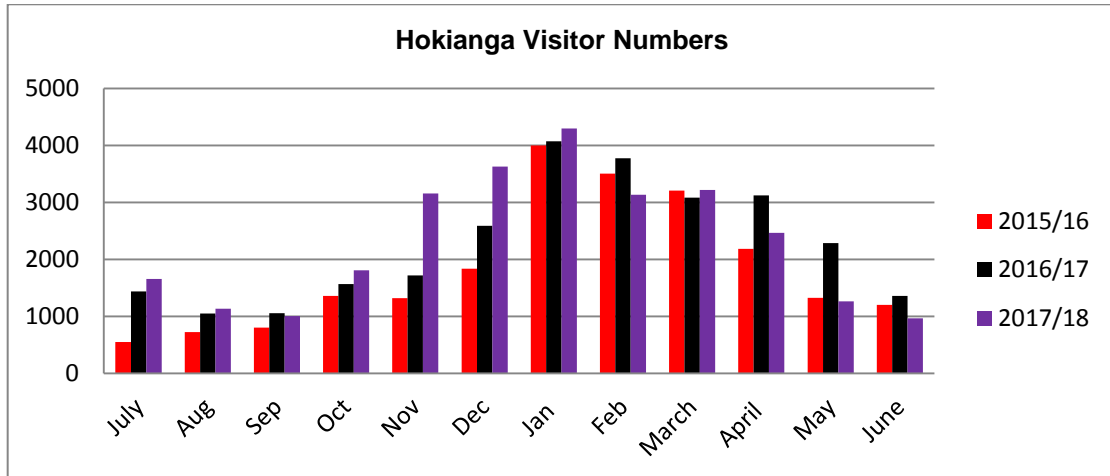
eResources

Colder weather tends to affect the borrowing behaviour of eResource borrowers. The downloads for eBooks and eAudioBooks has continued to grow over the colder months and users send through more requests for purchases. June numbers are the highest ever, since Ebook and Audio book downloads became available at Far North libraries.



Hokianga i-SITE

- Visitor numbers in the Hokianga have reduced compared to June last year largely due to poor weather and not many international visitors travelling there. However, overall visitor numbers increased by 2% on last financial year from 27,139 to 27,754.
- Transaction numbers are down with less visitors and less tourist product to sell over the winter.
- Retail is up - with a good range of products on display, locals tend to support retail sales.

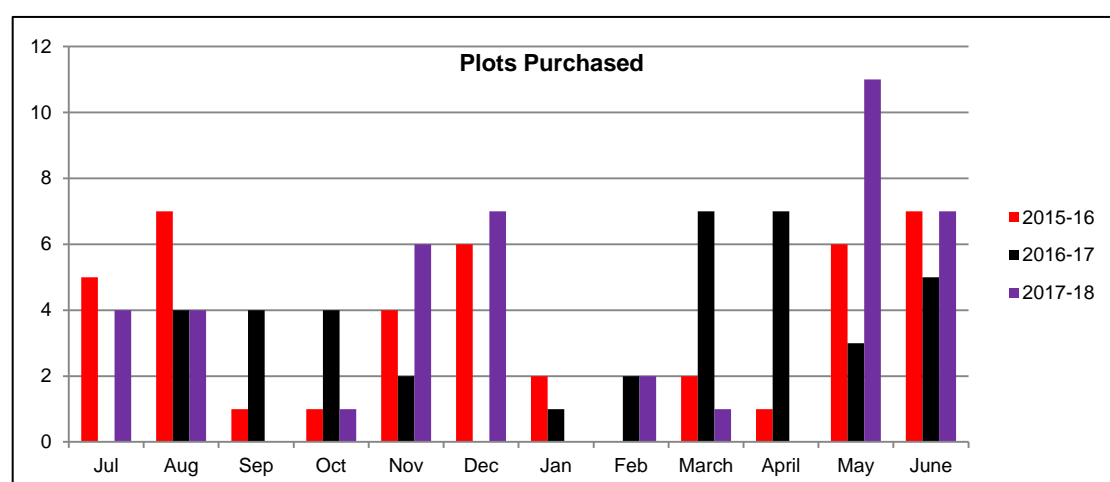
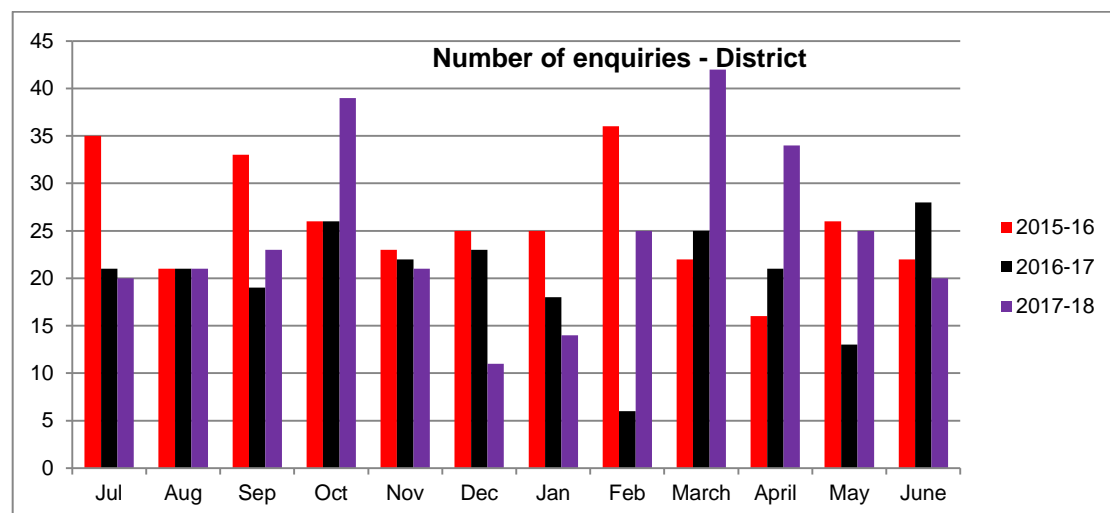
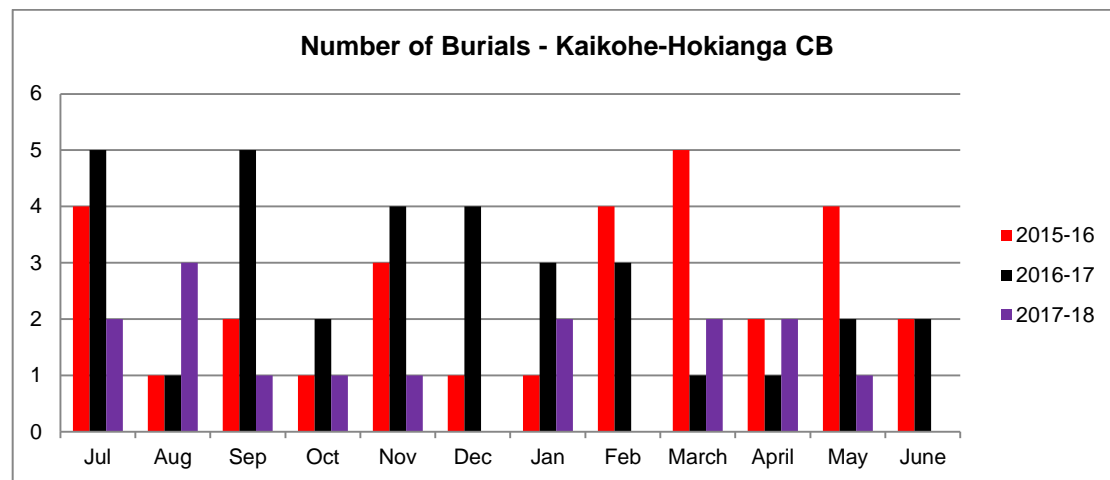


Cemeteries - Sexton Services

Council manages the Kaikohe, Kohukohu, Okaihau and Rawene public cemeteries under the legislation of the Burial and Cremation Act 1964 and Far North District Council By-Law 1401-1442.

There were no burials in the month of June and a drop off in the number of enquiries. However enquiries regard plots, generally result in a plot purchase completed in the

same month. When full payment is received for a specified burial/ash plot, a certificate of title is issued and sent to the customer for their records.

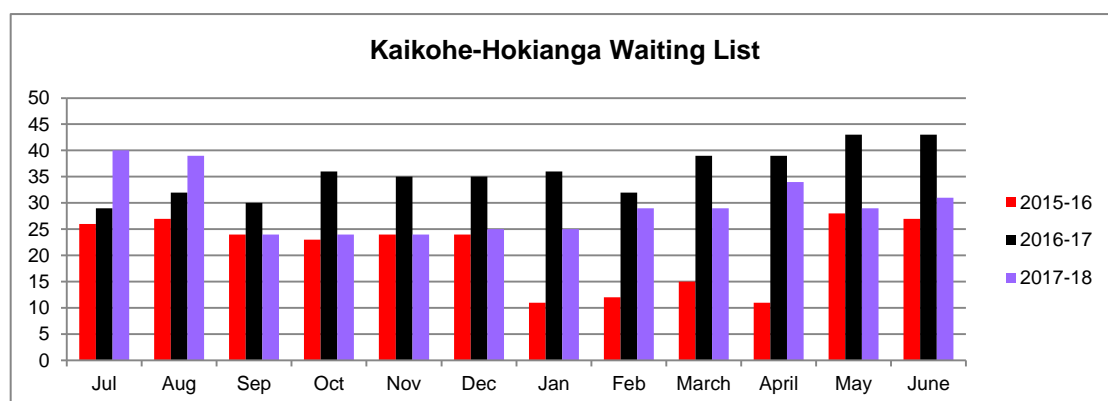
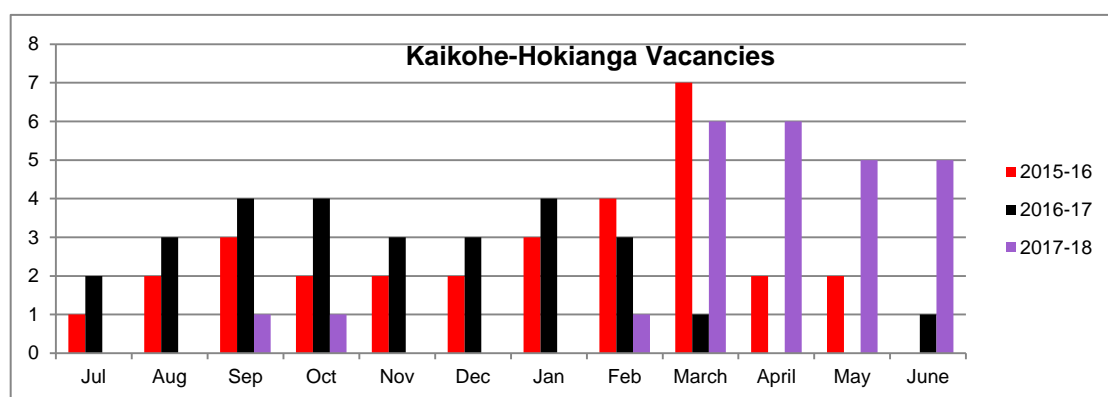


Housing for the Elderly

Council owns and rents out 147 Housing for the Elderly units and bedsits overall. In the Kaikohe-Hokianga area there are Villages at:

Location	Two bedroom	One bedroom	Bed-sit	Vacancies
Horeke	-	2	-	0
Kaikohe	-	2	36	3
Kohukohu	-	6	-	1
Omapere	6	3	-	0
Rawene	-	6	4	1
Waima	-	3	-	0

Five units were vacant in June - three units in Kaikohe, one in Rawene and one in Kohukohu, all currently undergoing refurbishment. The refurbishment to the vacant unit in Kohukohu is scheduled to be complete the first week of July and interviews have been scheduled for the 4th July to find a new tenant.



Reason for the recommendation

Information only report.

3) Financial implications and budgetary provision

No financial implications.

Manager: Dr. Dean Myburgh - General Manager District Services

Compliance schedule:

Full consideration has been given to the provisions of the Local Government Act 2002 S77 in relation to decision making, in particular:

1. A Local authority must, in the course of the decision-making process,
 - a) Seek to identify all reasonably practicable options for the achievement of the objective of a decision; and
 - b) Assess the options in terms of their advantages and disadvantages; and
 - c) If any of the options identified under paragraph (a) involves a significant decision in relation to land or a body of water, take into account the relationship of Māori and their culture and traditions with their ancestral land, water sites, waahi tapu, valued flora and fauna and other taonga.
2. This section is subject to Section 79 - Compliance with procedures in relation to decisions.

Compliance requirement	Staff assessment
State the level of significance (high or low) of the issue or proposal as determined by the Council's Significance and Engagement Policy	Low – information only
State the relevant Council policies (external or internal), legislation, and/or community outcomes (as stated in the LTP) that relate to this decision.	Safe, healthy, resilient places and people. Sustainable, affordable, equitable infrastructure that contributes to the economic progress and social wellbeing of the district.
State whether this issue or proposal has a District wide relevance and, if not, the ways in which the appropriate Community Board's views have been sought.	This is a community board report.
State the possible implications for Māori and how Māori have been provided with an opportunity to contribute to decision making if this decision is significant and relates to land and/or any body of water.	No implications specifically for Maori. Contribution via community board.
Identify persons likely to be affected by or have an interest in the matter, and how you have given consideration to their views or preferences.	Via community board.
State the financial implications and where budgetary provisions have been made to support this decision.	No financial implications.
Chief Financial Officer review.	