

CHIEF EXECUTIVE'S REPORT

Period: January– March 2025 (Q3)
Update on operational activities

Chief Executive's Introduction

The first three months of the calendar year have seen a focus on regional collaboration. Under Local Water Done Well, Council must submit a Water Services Delivery Plan by 3 September 2025. This plan will set out how Council's water services will be delivered in the future, including the water services delivery option, investing in our water infrastructure, and meeting new regulatory standards. The focus of this quarter has been on asset and financial analysis to inform Council's decision on a preferred option to consult the public on. This has meant working with Kaipara and Whangarei Councils and closely with their Chief Executives. Other collaborative discussions have focused on regional deal options, election preparation and the future of Northland Forward Together (the collective work programme for all four Northland councils to work together to deliver better outcomes for Northland and its people).

Waitangi Day presents a special opportunity to commemorate the first signing of New Zealand's founding document: Te Tiriti o Waitangi, The Treaty of Waitangi, on 6 February 1840. Increased support for Waitangi celebrations was provided this year which meant working with the Waitangi National Trust, Waitangi Day Commemorations Committee and Waitangi marae. Council had stalls promoting the mobile library and work of the Climate Action and Resilience Team, and in collaboration with Electoral Commission, highlighted the 2025 local authority elections in October. We ensured a Council presence at Māngungu Te Tiriti o Waitangi Commemoration in acknowledging the significance of the site of the largest signing of Te Tiriti o Waitangi.

Other significant public engagement activities during this period included Te Pātukurea (shaping the growth of Kerikeri and Waipapa over the next 30+ years), fees and charges and the proposed Annual Plan and continuing the whenua Māori information sessions, and civic engagement leading up to the next elections.

A significant milestone was reached when supplementary water from two bores at Sweetwater began flowing to Kaitiāia homes in February, marking a significant milestone in improving the drought resilience of the district's second largest town and reducing Kaitiāia's reliance on the Awanui River. In March, the government announced, for the eighth time in 20 years, a drought in Northland when water consumption was high across the district with all council water treatment plants running at or near capacity. Water restrictions were applied and continued to be monitored alongside maintaining a focus on targeting leaks and discussing water use reduction strategies with commercial consumers.

The mahi that has gone into lifting the competency and capability in responding to Māori communities was recognised when Council was named as finalists in the Mana Tāngata – Emerging Māori HR Award at the NZ HR Awards for Te Pae o Uta – Te Ao Māori framework. Whilst Council didn't walk away with the win, there were more than 100 submissions across the categories, with 59 finalists, representing the top one per cent of the HR industry in New Zealand.

In order to make internal collaboration easier, enable better problem-solving opportunities and ultimately lift levels of service delivery to our communities, the organisation wants to achieve a better balance in hybrid working to have more staff work more often in the office. The Chief Executive met with Group Managers and a selection of their People Leaders to clarify the 'why', what they found was working well within their teams to enable this, and what any barriers were. This also formed part of the quarterly People Leader day and forms the basis of a programme of work to provide tools and support to realise this. We are making positive progress in addressing the hybrid working balance.

The organisation saw some leadership changes, with the GM Communications & Engagement stepping into the GM Delivery & Operations role. During this quarter we welcomed the Manager of Transportation to the Infrastructure group after an extensive recruitment process, the Manager Organisational Development, Manager Museums and Archives Te Ahu and Manager Compliance and progressed recruitment of the Chief Financial Officer.

Delivery & Operations

Building Services

Building Consent and Code Compliance Certificate compliance for the year are 100% respectively, with average working and calendar days for building consents are 11 and 22 days, while code compliance certificates 5 and 12 days. January had 46 building consents received, 59 building consents granted, and 70 code compliance certificates issued. February had 79 building consents received, 63 building consents granted, and 79 code compliance certificates issued.

With the construction industry in decline presently the BCA has time to refine procedures and look for efficiencies that can save time and resource during busy times. This includes working to implement Artisan as a remote inspection tool.

In February five team members attended compliance schedule training in Whangarei over two days as we attempt to boost our competency in commercial construction.

Stu Hofstetter has left the Building Services team to take up a position as Project Manager in the Infrastructure department. Pete Kana has replaced Stu as Building Compliance Team Leader, vacating his role as Building Inspector.

We have successfully employed a new Building Inspector who will begin work with us in May. He is originally from Kawakawa but currently resides in Waikato and brings with him a wealth of construction management experience.

In relation to our Te Pae o Uta goals, we currently have staff attending Te Pae o Waho classes and more have expressed an interest for the next intake. Matt McCambridge has been engaged to complete the building information pamphlet; work is scheduled to begin on this at the end of March. Our team are also currently working on creating six new goals with some draft goals already proposed.

Compliance

Monitoring and Compliance

Monitoring received 160 Requests for Service (RFS) in January 2025 and 175 in February 2025.

A total of 88 noise complaints were received and responded to in January, and 67 in February 2025. In January response times of 80% were achieved for urban areas and 25% for rural. In February response times of 88.5% were achieved for urban areas and 16.7% in rural areas.

There were 38 parking tickets issued in January and 90 in February 2025.

Animal Management

796 RFS's were received for Animal Management in January and February 2025. 111 urgent and 685 non-urgent. Officers responded to urgent RFS (within 1.5 hours) and non-urgent RFS (within 3 working days).

72 dogs were impounded during January 2025 and 44 in February 2025. 81 were released from the shelter overall including dogs carried over from previous months. In terms of the dogs released, 19 were claimed by their owners, 21 taken by a Rescue Group and 1 was adopted out to a new home. A total of 56 dogs were euthanised due to not being claimed by an owner and not meeting the criteria to be rehomed.

There were 137 infringements issued during January and February by the Animal Management team:

- 109 x failure to register dog - s42
- 23 x not under control – s53(1)
- 0 x Failure to confine – s52A
- 5 x breaching dog control notices – s20 (5)
- 0 x Wilful Obstruction of an Officer – s18

Dogs registered at the end of February were: 8,201 out of 9,822 known dogs – (83.5%).

Environmental Health

A total of 42 Food Verification audits were completed in January and February 2025.

During January and February 2025, 24 good host visits were completed by the Environmental Health Services team. The level of service target is that 25% of licensed premises are visited once every four years.

A total of 187 Requests for Service (RFS) were received in January and February 2025.

Resource Consents

In January, we issued 60 decisions, with 17 requiring statutory compliance. We achieved a 100% compliance rate for these. In February, we issued 85 decisions, with 35 requiring statutory compliance, achieving a 94.29% compliance rate by issuing 33 within timeframes and 2 outside.

The use of consultants for processing resource consents has significantly decreased and is now at an almost all-time low. Currently, only 6% of applications (three in total) are being processed by consultants. Despite the slowed economy, the Far North District is bustling with development. The Resource Consents Team is managing 30 large-scale applications, including four Papakāinga developments, with projects ranging from 15 to 140 lots.

The team has welcomed two new starters: Senior Resource Planner (January 20) and Resource Consent Engineer Gourav Rana. An internal appointment was made to the new Planner Team Leader, bringing extensive experience to the role.

The Resource Consent team is dedicated to their Te Pae o Uta goals to enhance cultural competency and build strong relationships with Iwi/Hapū. Planners and engineers are developing engagement plans, practice notes, and attending courses to improve consultation with Iwi/Hapū. Staff are encouraged to participate in relevant training such as Te Pae o Waho classes and Te Tiriti o Waitangi workshops. Additionally, the team is collecting data on papakāinga applications.

Property and Facilities Management

Property Management

Property Management's focus in January and February has been reviewing FNDCs burial application process. This piece of work is ongoing and includes a revamp of our applications, bringing them online to our website and a review of our data held in Plotbox. Once this work has been completed, a briefing paper will be provided.

Staff are working carrying out inspections of the Housing For the Elderly units alongside FNHL and other potential divestees.

Staff have begun the year presenting various reports for lease renewals, promptly beginning a season of public consultation over the granting of these.

Audits of the OCS, Crewcut and Hapori contracts are going well, with the seasonal pools enjoying a busy season.

Technical Operations

Technical Operation's focus for January and February has been on monitoring levels of service in the district over peak summer season and responding to urgent works due to the increased pressure on our facilities, including repair work and vandalism.

There has been a focus on the cruise ship season, with City care and Focus Paihia working collaboratively together to ensure Paihia has operated well. The preparation leading up to Waitangi was important to ensure our reserves were well protected, toilets and bins were coping with the increase of people and event permits were issued. Unfortunately, there was freedom camping on our reserves, and we are working on how we can mitigate this for next year.

Warmer temperatures have meant grass growth across the district has been challenging to keep on top of. FNDC staff are receiving many requests for service for mowing and edge control and are attending to them accordingly.

We have introduced a more proactive approach to tree management by bundling tree-related requests and conducting bulk assessments twice a year. This shift has reduced response times and allowed for better management of customer expectations. Recently, approximately 30 trees were identified as posing risks to health, safety, or property. A contractor has been appointed to address these issues, with all work expected to be completed by June 2025. Tree requests for pruning or removal are still coming in fast, with approximately 38 requests received in the past two months.

Building wash downs for council occupied buildings, halls and Housing for the Elderly units are being carried out over March, in line with water restrictions.

Key challenges for Technical Operations are managing the large number of reactive jobs being called through and delivering on complex jobs, asset failures, and additional vandalism and dumping of rubbish.

Te Pae o Uta

Delivery & Operations staff have been taking advantage of the Council's Te Reo and Tikanga Māori courses, including the Te Tiriti and He Whakaputanga workshops. Some of our colleagues have already attended these courses, and others are currently participating. Additionally, several staff members have expressed their intention to attend the next available course

Regarding Building Services, please note that application forms cannot be modified due to Building Regulations that dictate their format. Instead, Building Services is working on pamphlet to provide guidance on what the Building Services team do. Matt McCambridge is set to begin this project at the end of March 25.

In the Compliance department, all compliance signs have been translated and will be updated and rolled out as new signage is required. Forms will also be updated accordingly. Compliance is also making efforts to establish a stronger relationship with hapu and provide educational resources for hapu, such as marae-based registration days. Additionally, a new Community Liaison Officer role has been proposed and is awaiting approval from Guy. Te Hono supports this position, and Jude and Llani have reviewed the job description. Furthermore, tikanga practices are being incorporated into DLC hearings, and karakia is now in place.

Resource Consents have made significant progress in meeting many of their current goals. However, there is still ongoing work in a few areas, such as collaborating with Te Hono to develop a short course (potentially a webinar) to help Iwi/Hapu understand the RMA and when consultation is necessary. We are currently waiting on Te Hono's assistance with this initiative. Additionally, the translation of our FNDC RC pages into Te Reo and the translation of SharePoint into Te Reo Māori are in progress, with Web Services handling these tasks.

Lastly, Property and Facilities have set a goal to create an iwi/hapu engagement plan for leases over reserves. Engagement with iwi/hapu will be conducted for every new lease request over a reserve.

Planning & Policy

Economic Development

Regional Deal

- Staff worked with Northland Inc, who led the development of a light touch proposal to form a regional deal between the Government and Northland. This followed on from the resolution of Council on 12 December 2024 that approved the submission of a lite touch proposal and approved Northland Inc as the lead organisation responsible for coordination of the proposal across the Northland Councils.
- The lite touch proposal as submitted to the Government on 28 February 2025 focusing in the following sectors:
 - Future Energy
 - Marine Manufacturing
 - Primary Industries
 - Visitor Economy.
- The proposed Regional Deal is projected to increase Northland's GDP by \$977 million, create over 6,000 new jobs, and boost exports by \$877 million over the next 30 years.
- The government will announce in May 2025 the first region to be invited to negotiate a regional deal and two other regions that will be invited to negotiate a deal in 2026.
- In preparation for the possibility that Northland will be invited by the Government to negotiate a regional deal Staff of all Councils and Northland Inc are preparing options for the composition of a negotiation team on behalf of Northland.

Northland Inc

- Staff prepared for a workshop on 1 April 2025 on the review of the draft statement of intent for Northland Inc. The outcome of this workshop was to seek approval from Council to request Far North District Council specific changes to the statement of intent to be considered by the Joint Regional Economic Development Committee on 29 April 2025.

Strategy & Policy

- An information only report on the progress of Far North 2100 was submitted to the 13 February 2025 Council meeting. A request to review the Strategy was verbally made by the Mayor. This is now being planned.
- The development of a grants and donations policy that will inform Council decision making on the allocation of funds to community and sports groups has commenced.
- In March, two workshops were held with elected members discussing development contributions, the Strategy and Policy work programme, solid waste strategy, and housing strategy.
 - Staff aim to present the development contributions policy draft to Council in June for consultation.
 - Elected members prioritised the potential upcoming non-statutory policy projects on our work programme.
 - Feedback was provided to inform the draft Solid Waste Strategy and Waste Management and Minimisation Plan. Staff aim to present to draft documents to Council in June for consultation.
 - Work on the housing strategy has progressed, requiring the Housing Interim Action Plan to be updated.
- Final peer review of the draft Solid Waste Strategy and WMMP is underway. The drafts will be presented to Council in June for consultation.
- Work is progressing on the Open Spaces Strategy. A stakeholder workshop was held in March. The district wide kaupapa steering group has been selected, engagement with the steering group will commence shortly.
- Work across Council is progressing on the Housing Strategy, the Interim Housing Action Plan will be updated to reflect the progress made. Upcoming focus on stakeholder engagement. The strategy will clearly define Council's role in housing.
- Staff are moving forward with gathering the evidence required to inform a development contributions policy. Staff expect to present a draft policy to Council in June for consultation. Central government has signalled

intention to replace development contributions with development levies. Staff will continue to monitor for any legislation changes, however the information required for both development contributions and development levies will be similar.

- The Class 4 Gaming and TAB Venue Policy review, and Dangerous and Insanitary Buildings Policy review, and the Maritime Facilities Bylaw review processes have been completed with all policy instruments adopted by Council.
- Amendments to the Land Drainage Bylaw are being drafted and will be presented to Council in the second quarter of 2025.
- Council staff are working with Te Whatu Ora and the Police on the Local Alcohol Policy and Review of Alcohol Control Areas.
- Oral submissions have been heard for both the Keeping of Animals Bylaw and Control of Earthworks Bylaw. Analysis of submissions reports will be presented to Council in Q2 2025.
- Staff have been working with teams across Council to review the Rating Relief Policies, and a review report will be presented to Te Kuaka in April.
- Staff attended the digital accessibility training course. The course was a regional training course hosted by Northland Regional Council. The course may be beneficial for many staff across Council. Professional development regarding accessibility is an action identified in the Regional Accessibility Strategy.

Climate Action & Resilience

Community Adaptation Programme

A Community Adaptation Programme Plan is in development, due mid-2025. The Community Adaptation Programme Plan will guide ten plus years of Council work. It will set a standard for each adaptation planning project and for the wider adaptation initiatives.

There are three workstreams in the Community Adaptation Programme:

- **Community Adaptation Planning** – Council facilitated, community-wide adaptation planning, looking out 100+ years. Stage One project, Hokianga – Whangapē-Herekino area, is in the preparation and scoping stage.
- **Tangata Whenua-Led Adaptation Planning** - Council supporting tangata whenua in their resilience and adaptation.
- **Community Toolkits** - Resources for communities to lead their adaptation planning; introduces and helps kickstart adaptation planning.

The Climate Action and Resilience Department and Policy and Planning Group have signed an operational Memorandum of Understanding with Northland Regional Council. This MoU confirms working relationships and resourcing support on Community Adaptation Planning

In the Community Adaptation Programme, the highlight of this quarter's update is Tangata Whenua-Led Adaptation Planning.

- Kaupapa Māori adaptation tools are in the final stages of draft content. A draft story map guide will be available to tangata whenua who wish to undertake adaptation planning.
- We have welcomed an additional Kaimanaaki Māori to the North Hokianga team, Jenna Waipouri, whose focus is on establishing stronger connections and re-building engagement with marae across North Hokianga.
- Kaimanaaki Hapori have started engagement with six schools across North Hokianga and are creating a calendar that shares students' whakaaro on climate change. Proceeds from the calendars will support māra kai initiatives at the participating schools.
- March 12 and 13 we hosted the Climate Change Commissions to hear kōrero direct from whānau and kaimahi in the climate action and resilience space around the Hokianga.
- Our Kaupapa Māori lead continues support and relationship-building, working with NRC on Marae Resilience. She is supporting resilience planning across Morehu, Ohaki, Taiao marae – Pawarenga; Taemaro Bay; Mangamuka marae; Tauteihiihi marae - Kohukohu; Waipuna marae – Panguru; Matihetihe marae – Mitimiti; Ōtīria marae – Moerewa; Kokohuia marae – Ōmāpere; Tuhirangi marae – Waima; Waimanoni marae - Awanui.

Climate Action Policy Implementation

- A staged approach to the development of the Implementation Plan is being undertaken.
- Objectives setting of the Climate Action Policy is progressing with objectives drafted and stakeholder/partner consultations scheduled to take place in April.
- Baseline of the Climate Action Policy will assess current state, gap analysis and identify opportunities to achieve the objectives (including resource capability/capacity needs and governance and assurance). The Baseline Assessment Report with recommendations is scheduled for completion and release in June 2025 which will inform the Action Plans development (including the Emissions Reduction Plan) for implementation.

Far North Net Zero

Emission Inventory and Reporting

Council's 2023 and 2024 emissions footprint reports are almost ready. Toitū Envirocare is in the final steps of the audit and sign-off. Our department will present the reports to the Climate Action Reference Group, Te Kuaka and Council mid-2025. This work is part of Council's commitment to reduce emissions in line the Government's national emission reduction targets or better and to support business, communities, and council towards a Carbon Zero 2050.

Community Greenhouse Gas Emission Reporting

Staff are working with other Councils across New Zealand to deliver a local emission platform. The platform will support emission reduction and provide data and scenario planning at a local level for decision making. Historical data is currently being uploaded to the platform from a previous inventory completed for the 2021-2022 financial year. Data collection for an updated inventory is underway. Once complete, access to the platform will be rolled out in late 2025.

Integrated Planning

Proposed District Plan (PDP)

- Hearing 10 was held on the 24 March 2024. This covered the Māori Purpose Zones (Rural and Urban) and the Treaty Settlement Overlay. This timeframe was required to avoid continuing processes through the summer closedown for submitters and their representatives.
- The total number of hearing days for Hearing 10 was reduced by two. This created time and cost savings for the Council and submitters. The one day hearing was held in Awanui.
- Hearing 10 also saw the introduction of an interpreter translating Te Reo into English. This was a valuable investment and provided enhanced communication across parties in a way that is more comfortable to those who wish to speak Māori. The uptake of tikanga for the hearings continues with consistent use of karakia to open and close each day.
- Staff are continuing to move hearings around the three wards of the district, particularly with more certainty now over the Mangamuka gorge road connection. Staff have been using venues such as Ka Uri and Te Kona, and in the case of future hearings Hearing 11 and 12 they will be held at Roma Marae, and Waitangi respectively, while managing the budget. A number of hearings later in the year will make use of Chambers and also Te Ahu.
- Staff have begun engagement with submitters as part of 'Final Minute 14', which was developed to assist submitters seeking a change of zone in the PDP. The process is 'opt in,' and requests evidence to be provided 'in advance' of the normal timeframe to give Council Reporting Officers sufficient time to consider the significant amount of information required. At the time of writing approximately 15 submitters have chosen to 'opt in'.
- The right of Reply on matters arising from the Rural Hearing block, Hearing 9 were prepared. This was split into two, general matters, and the Horticulture Zone tools. Reporting officers have recommended retaining the protections for the area identified as the Horticultural Zone in the Proposed Plan, but have recommended the use of a 'precinct' as a more robust tool in lieu of a Special Purpose Zone.
- There has been a strong focus on preparation work for the 'rezoning' block of hearing (15A-D) later in the year. This has included research and analysis of key issues and identifying information gaps.
- Reports for Hearing 11 were prepared covering Renewable Energy Generation, Infrastructure and Transport Chapters along with Designations. This hearing is programmed in late April.

Reserve Management Plans (RMP)

- Simpson Park, Moerewa: A second round of consultation on the potential need for a fourth playing field occurred in December 2024, the draft reserve management plan is currently being prepared for formal consultation in mid-2025.
- Rangitoto Pa, Hihi: Staff have established a partnership model with mana whenua to deliver the draft reserve management plan for this site and are now collaboratively progressing the Rangitoto Pa RMP project. Staff are planning to go out for the first round of public consultation in May 2025, during which public notice of Council's intention to prepare a management plan for the reserve will be given, and people will be invited to provide suggestions for the draft plan.
- Kaikohe Memorial Park, Kaikohe: Early engagement with mana whenua, supported by Te Hono, is underway, with staff attending Ngā Hapū o Kaikohekohe (NHoK) hui to initiate discussion around extent of involvement that NHoK wish to have in this project. The project is working towards the first round of public consultation later in 2025 when people will be invited to provide suggestions for the draft plan.
- Rawene Domain, Rawene: Work on the Rawene Domain RMP cannot progress while hapū engagement regarding existing activities on the site is underway. Engagement with hapū is being undertaken by another department.
- Work is progressing on a Council Reserves Network project, which is required to rationalise land across the district that has historically not been correctly recorded with Far North District Council or predecessor as owner at the time of subdivision. So far, titles for approximately 44% of the sites have been issued. The project is now paused as additional funding is required to get the remaining titles issued. This project was funded by surplus budget and was constrained to that amount. It's anticipated that an additional \$55,000 is required for approximately 36% of the additional titles. The final 20% of titles are more complex and will require a further process to be generated. Staff are currently working to source additional funds to continue this work.

Te Pātukurea Kerikeri Waipapa Spatial Plan

- The draft version of Te Pātukurea is currently out for public consultation in accordance with special consultative procedure under the Local Government Act. The consultation period opened on 20 March and will close on 22 April, following which staff will prepare the agenda for verbal submissions to be carried out on 1 and (if needed) 2 May.
- There are a number of pop-up events scheduled for both Kerikeri and Waipapa. The events held in March have been well received by the public.
- After written and verbal submissions are received, staff will support elected members to deliberate on changes that may be required to the draft spatial plan as a result of public feedback obtained during consultation. A deliberations workshop is scheduled with elected members for 22 May.
- Staff currently remain on track to submit a final version of the spatial plan for adoption to the 18 June 2025 Council meeting.

District Wide Spatial Strategy

- Staff from Planning and Policy workshopped a District Wide Kaupapa Framework for Tangata Whenua partnership and governance with Te Kuaka in October. Te Kuaka approved a structure and terms of reference for the Kaupapa Steering Rōpū overseeing the Strategy in December.
- Te Hono staff are working to form the District Wide Kaupapa Steering Rōpū (KSR).
- Early input to the development of the project plan for this strategy will be sought from both elected members and the KSR via workshops that are currently being planned for both Council and the KSR. Staff will be recommending a strategy that produces early growth planning outputs (locations for growth and high-level infrastructure servicing and cost estimates) that can inform the upcoming LTP process, with completion of the project focusing on wellbeing outputs that seek to serve the balance of the district both rural non-growth areas.

Placemaking

- Taipa: Is currently being concluded, with some costings still needing to be provided to the Te Hiku Community Board. It was formally adopted by the Te Hiku Community Board in October subject to this additional work being undertaken.
- Russell: Staff are working to have public engagement on what should happen after the road trial finishes start in late April. This is to facilitate a decision by Council at the July Council meeting. To facilitate this process staff have sought an extension to the trial till the 1 September 2025 (10 April Council meeting). The extension is to avoid disruption and unnecessary costs, if it is decided to make the trial permanent or

repurpose some of the materials for other options implemented. Staff are also working with the Community Steering Group to complete the Russell Placemaking plan, and have it adopted by the community board in June 2025.

- Kaikohe: The project team in collaboration with the project steering group are currently undertaking informal public engagement to identify priority placemaking outcomes for Broadway.

Strategic Relationships

Group Manager Introduction

The purpose of this report is to provide Elected Members with a snapshot overview of key activities across the Strategic Relationships group for this quarter.

Key Deliverables for this quarter include

- Attendance at HRNZ Awards as a finalist for the Mana Tangata – Emerging or Leader Māori in HR Award for Te Pae o Uta;
- The completion of Te Reo Māori Action plan;
- HSW team's 257 touch points with staff members through the rolling out of the new Job Safety Analysis (JSA) of psychosocial hazards.

Highlight

Dame Cindy Kiro, the Governor-General of New Zealand, recently toured the Northland region, including Kaikohe, as part of her official engagements. During her visit, she participated in various community-focused activities, including visiting marae, schools, and local organisations. Her tour emphasised her commitment to engaging with communities and strengthening connections in the region she calls home.

Te Hono

The role of Te Hono is to provide advice to the Council on its He Whakaputanga and Te Tiriti o Waitangi obligations, implement the Te Pae o Uta – Te Ao Māori framework, and enhance the Council's understanding of mana whenua partners and their priorities. These efforts aim to foster stronger partnerships and support the Council in gaining a deeper understanding of its objectives to improve outcomes for mana whenua partners and Māori.

Te Hono works across the organisation to develop the necessary guidance and training that will enable the Council to succeed in all of these areas.

Achievements:

- Attendance at HRNZ Awards as a finalist for the Mana Tangata – Emerging or Leader Māori in HR Award
- Support Elected Members at events notably:
 - ◆ Te Wiki o Waitangi:
 - National Iwi Chairs Forum Pōwhiri and Conference
 - Pōwhiri for the Governor General
 - Pōwhiri for the Judiciary, LGNZ and International guests
 - Pōwhiri for the Kingitanga
 - Pōwhiri for the Government
 - Dawn Service at Te Whare Runanga
 - ◆ Māngungu Commemoration
 - ◆ Governor General visit to Te Ahu, Kaitaia
- 140 check-ins with People Leaders to progress goals against Te Pae o Uta completed
- Support Tikanga and Cultural Services at:
 - Quarterly love your work celebration
 - New Starters Pōwhiri
 - All Staff Meeting
 - Staff support at Tangihanga
- Support staff internally through:
 - Te Rōpū Tupuwanawana Facilitation
 - Organisational Strategy Working Group
 - Health and Safety Representative
 - Te Oneroa a Tohe Beach Board Working Group
 - Whenua Māori Working Group
 - Quarterly New Starters Induction
- Māori Freehold Land Statistics:
 - Māori Land Correspondence – 16
 - Māori Land enquiries – 2
 - Online Registrations – 3

- Māori Land 0401 Unused Remission – 4
- Māori Land 0402 Papakainga Remission - 1
- Inhouse hui – 6 x weekly
- Offsite Hui – x3 weekly

Kaupapa nui te taha ō ngā hapū:

- Safety Cameras collaboration alongside NZTA
- Te Oneroa a Tohe Board – Māori advisory support
- North Hokianga Roothing Working Group – Hapū engagement
- Ngāti Te Ara & Ngāti Kopaki Hapu Hui
- Support Matauri X with Rating Relief enquiries
- Te Ahuareka o Ngāti Hine Festival
- Engagement Hui with Kaitia Digital Hub
- Engagement Hui with Te Rarawa Kaimahi
- Haititai Marangai Marae whenua Māori roadshow

Te Pae o Uta goals:

- Implementation plan for Te Reo and Tikanga Policy - In Progress
- Increase Māori Leadership across council - Develop Māori staff network, Develop Māori Leadership training opportunities i.e. working with L&D to provide specific Māori leadership training – In Progress
- Te Reo Māori Action plan – Completed
- Tuakana/Teina Leadership programme in Council – Started

Civic Engagement & Education

The Civic Engagement and Education (CEE) work programme, initially focusing on the 2025 local government elections, has adopted an "early and often" engagement strategy that has significantly increased interest in council activities within Māori communities since the introduction of the Māori Ward in 2022. This strategy has improved comfort levels for individuals engaging with council staff and participating in council events and processes.

Each engagement has fostered ongoing connections, enhanced civic education and understanding of local government roles, and ensuring all communities' voices are heard in the democratic process. The programme emphasises active community participation beyond voting, encouraging contributions to decision-making by sharing relevant information and consultations at events, viewing each engagement as an opportunity for learning and growth.

Civic Engagement & Education engagements Jan-March 2025

Far North District Council has committed to increasing engagement with all our communities throughout the district. Our approach is a cross-organisation approach which pulls in other government agencies, regional and central, as needed. The commitment from the Electoral Commission has been outstanding even with their limited resources for the Far North (1.5 FTE for the whole region – covering all four councils).

Waitangi week commemorations



Waitangi Week commemorations have stood out as a significant highlight, where the council has actively engaged with Māori communities to honor the signing of the Treaty of Waitangi. The events during this week included traditional ceremonies, educational workshops, and open forums that allowed for meaningful dialogue between council members and the community. These commemorations not only celebrate the historical significance of Waitangi Day but also strengthen the connection between the local government and our Māori partners, fostering a spirit of collaboration and mutual respect. Multiple future engagement invitations were given as a result of our presence at Waitangi Week commemorations, including invitations to attend events focused on rangatahi, aged, marae, hapu, iwi, rural, and business communities throughout the district.

Māngungu Te Tiriti o Waitangi Commemoration

The Civic Engagement & Education work programme aligns with Te Pae o Uta and is committed to whainga (goal) 1 – Increased Participation in Council Structures and Decision-Making Processes. Council presence at Māngungu Te Tiriti o Waitangi Commemoration is significant and acknowledges the site of the largest signing of Te Tiriti o Waitangi. It presents an excellent opportunity to collaborate with hapū in hosting such an auspicious event.

Kaitaia A&P Show



The Kaitaia A&P Show was held 22 February 2025. This annual event provided an excellent platform for council to engage directly with a diverse cross-section of the community. The show featured agricultural exhibits, local crafts, and various entertainment activities, attracting attendees from all over the district.

During the Kaitaia A&P Show, staff focused on increasing awareness about local government processes and encouraging active participation in upcoming elections. The council's booth offered informative brochures, and opportunities for residents to ask questions and provide feedback on council initiatives. The event was a resounding success, with many attendees expressing a newfound interest in participating in council activities. The council's efforts at the Kaitaia A&P Show exemplify its commitment to fostering a well-informed and engaged community, ensuring that all voices are heard and considered in shaping the future of the Far North district.

Women Leading the Future event

The Women Leading the Future event held at the Turner Centre on 8 March 2025 was a remarkable occasion that brought together inspiring female leaders from various sectors across the country. This event provided a platform for women to share their experiences, insights, and strategies for leadership and community engagement. The day featured keynote speeches, panel discussions, focused on empowering women and promoting gender equality in leadership roles.

Participants had the opportunity to network with peers, gain valuable knowledge, and engage in meaningful discussions about the challenges and opportunities facing women in leadership today. The event was a testament to the Far North District Council's dedication to fostering an inclusive and supportive environment for all community members.

Te Ahuareka Ngāti Hine Festival

Te Ahuareka Ngāti Hine Festival, held from 28-30 March 2025 celebrated the rich cultural heritage and traditions of Ngāti Hine. With Kawakawa/Moerewa subdivision having one of the lowest voter turnouts, having a presence at the festival was essential. While the event was located in Moerewa at Otiria Marae and hosted by Ngāti Hine – it has a district wide reach. The event featured a variety of activities, including kapa haka performances, art exhibitions at local art gallery in Kawakawa, and housing workshops.

The festival provided an invaluable opportunity for the Far North District Council to engage with Ngāti Hine community leaders and participants from throughout the district.

Pawarenga Festival

The Pawarenga Festival on 29 March 2025 was another key event in the Civic Engagement & Education work programme. This festival, located at Te Kura a iwi o Pawarenga featured performances by Annika Moa, arts & crafts made by the rangatahi, and raffles, drawing participants from across the rohe. Council took the opportunity to connect with the community, providing information about local government services and encouraging civic participation. The council's presence at the festival also resulted in additional invitations for future engagements focused on rangatahi, aged, marae, hapu, iwi and rural communities throughout the district.

Democracy Services

Democracy Services are responsible for ensuring compliance with the statutory requirements associated with the official meetings of the Council. Their operations are guided by two core pieces of legislation: the Local Government Act (LGA) and the Local Government Official Information and Meetings Act (LGOIMA).

Achievements:

- Facilitated 14 formal meetings, including two extraordinary formal meetings
- Assisted in coordinating 2 workshops with elected members
- 7 Portfolio meetings with appointed elected members were held virtually
- The Formal Meeting Calendar for 2025 was adopted at the December Council meeting
- Mayor and Councillors reports went live on the Far North District Council website from October 2024
<https://www.fndc.govt.nz/Council/governance/Elected-member-reports>
- Elected Member profiles updated to show their external appointments on the FNDC website
<https://www.fndc.govt.nz/Council/governance/Elected-member-reports>

Meetings Jan – March 2025	
Council	2
Extraordinary Council	1
Te Huia - Executive Review Committee	2
Te Kuaka - Te Ao Māori Committee	1
Te Miromiro - Assurance, Risk and Finance Committee	1
Te Koukou - Transport and Infrastructure Committee	2
Bay of Islands – Whangaroa Community Board	2
Kaikohe-Hokianga Community Board	1
Te Hiku Community Board	2
Workshops	12
Portfolios	7

Elected Member Support

Changes to the way our elected members are supported are underway. Democracy Advisors and the Te Kuaka Committee Coordinator are in regular contact with councillors (as Community Board Coordinators are with their Boards) to ensure they are supported with information in preparation for their upcoming meetings and events. A review of the elected member support process for lodging, following up and reporting on, service requests is also underway. The review is being supported by the Strategic Leadership Team (SLT) and aims to build trust, enhance collaboration, and ensure timely resolutions for councillor and community board requests.

Consultations/Hearings/Events

In quarter 3, several important hui were held, fostering collaboration and discussion on various matters of significance. These meetings provided an opportunity for diverse voices to come together and share perspectives, enabling progress on key initiatives and ranged from visiting dignitaries, strategic workshops and naturalising new citizens to the Far North Region.

- Zone 1 / Northland Forward Together – Strategic Workshop on 31 January 2025 and Far North District Council hosted on 18 March 2025.
- The Love your Work Awards Quarterly Celebrations was on 20 February 2025.
- Animal Bylaw Oral Submissions on 5 March 2025.
- Far North District Council hosted the Northland Mayoral Forum on 7 March 2025.
- Aurere Kupe Waka Centre Site Visit on 14 March 2025.
- Whenua Māori Marae Hui on 14 March 2025.
- Proposed District Plan hearings on 24 March 2025.
- Pōwhiri for Governor General Dame Cindy Kiro at Te Ahu in Kaitaia on 28 March 2025.
- Citizenship Ceremony for 44 new citizens on 31 March 2025.

Stakeholder Relationships

Kai Ora Fund

The Kai Ora Fund Working Group continues to meet regularly, and the fund is currently open until the end of April. Connections have been made with the Northern Regional Council (NRC) regarding their funding pools, and we are working with stakeholders on Kai Resilience activities district wide. Recent sessions in Kaikohe have highlighted the interest in this programme, along with the Kai Sovereignty and Kai Resilience programmes.

Northland Chamber of Commerce

Continue to build a relationship with the Northland Chambers of Commerce (NCOC), which includes the business awards and a kōrero around supporting a Good Youth Employers Kaupapa.

Creative Northland

Maintain strong relationships with Creative Northland, who are stakeholders in supporting the Arts, Heritage and Culture Strategy, and a Destination Management stakeholder with Northland Inc.

Business Associations

Business Associations and local community organisations are looking at developing brand and/destination management activities which highlights the need for relationship building across the Chamber of Commerce and Northland Inc. This includes local business development activities that are facilitated by these agencies.

Te Tai Tokerau Regional Funding Forum:

Engagement on funding and organisational priorities from government agencies with recent sessions from the Corrections Department, Accident Compensation Corporation (ACC), and Te Puni Kōkiri (TPK). Many of these agencies connect with business associations to encourage good business practices and workforce development.

Te Pukenga

Staff are working to start promoting and advertising Te Kaunihera o Te Hiku o te Ika, Te Tohu Tutuki - Far North District Council Lifetime Achievements Awards. Awards will be presented as part of the Matariki Citizenship Ceremony at Te Ahu in June. Categories are based on the community outcomes in the Long-Term Plan and include:

- Contribution to positive outcomes for Māori.
- Contribution to culture and history.
- Contribution to economic development.
- Contribution to resilient communities.

- Contribution to proud, vibrant communities.
- Overall award, selected from the winners of the above categories.

Community Boards

Bay of Islands-Whangaroa Community Board:

The Moerewa-Kawakawa Subdivision Pest Plant Community Meeting in February was held at Simson Park Hall. The meeting brought together representatives from the Northland Regional Council, Far North District Council, and residents to discuss the ongoing issue of weed management. Actions agreed upon during the meeting include:

- Establishing a plan to manage the eradication of weeds.
- Creating green waste days for the collection of weeds.
- Continuing network meetings to progress further actions.

The Bay of Islands-Whangaroa Community Board carried on with their Volunteer Recognition Awards presentations. The first presentation was a nomination submitted by Member Roddy Pihema, who acknowledged the efforts of his tamariki in contributing to the community. Their activities included cleaning up the recycling station in Moerewa, painting local bus stops to give them a refreshed appearance, weeding and gardening at the Taumatamakuku community garden, attending working bees, and much more. The award was presented to his children at their kura, in front of their classmates, with Aunties, Uncles, and Grandmothers also attending this proud occasion.

The second award was presented to Our Kerikeri at the Community Board meeting in March 2025. Our Kerikeri was recognised for its continued dedication to providing leadership within the community, as well as its ongoing efforts in town beautification and events.



Disability Action Group

The first meeting of the year was held in March, with the agenda including discussions on Mobility Car Parks in Paihia, Kawakawa, and Kerikeri. Members of the public have raised concerns about these car parks, noting that some are either poorly located or not fit for purpose.

The Disability Action Group reviewed the feedback and provided suggestions to staff for further investigation. Updates and recommendations will be brought back to the Disability Action Group for further consideration or progressed through standard procedures.

The first photo illustrates that the current car park is unsuitable for those needing to assist passengers in wheelchairs. The second photo shows a proposed new location for a mobility car park.



Kaikohe-Hokianga Board

Kaikohe Placemaking Project

The project is gaining momentum as Ākau progresses with their focused community engagement, which includes a range of stakeholder groups such as schools, Takiwā, Hapu, Pou Herenga – Twin Coast, KBA, and the general community. A draft proposal will be presented to the Steering Group and FNDC navigator in time for the June Kaikohe-Hokianga Community Board (KHCB) meeting. This will allow for the formal prioritisation of options and the finalisation of budgetary considerations before the end of the fiscal year. The project scope includes Broadway and its immediate surroundings, including the entrance ways to the township.

Amenity Lighting

The Board have prioritised their 24/27 amenity lighting budget which will see new solar lighting installed at 3 locations. Kaikohe Marino Court EV Charging Station is the first priority location to be completed this financial year. Followed by Omapere Freese Park playground and Opononi Fairlie Cres/SH12 walkway. This will improve safety and amenity for users of these spaces.

Rawene Domain

Feedback was provided by Community Board Members and Councillors during a workshop with staff in January has supported next steps in the future use of the Rawene recreation reserve (Clendon Esplanade site). Staff will now be able to clarify occupiers on the lease and support further investigation by the Hokianga Community Gym to assess the viability of their long-standing request to expand the gym.

Upcoming Puanga event

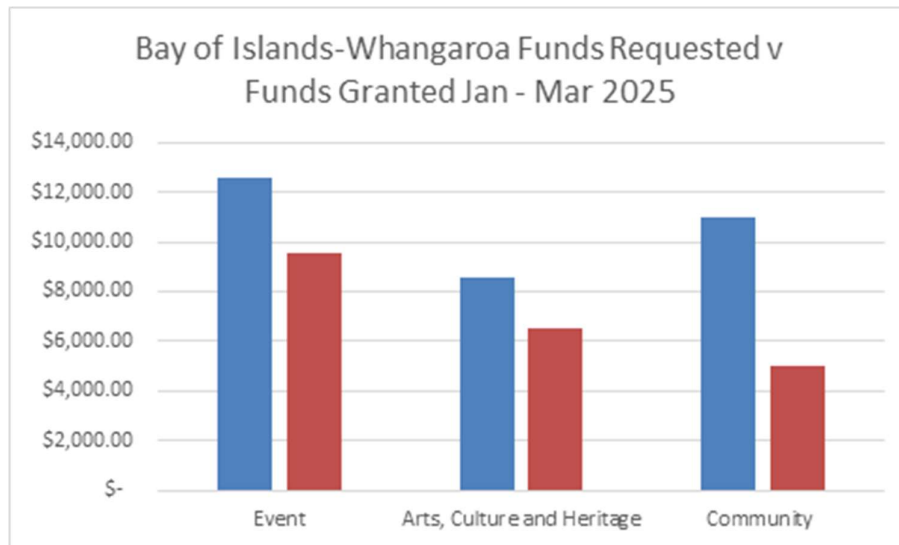
This is being coordinated by Ngāpuhi Iwi Social Services (NISS) and planned to take place in June at Kaikohe Memorial Park. Community Board Coordinators are supporting NISS to navigate requirements on Council end and the Kaikohe-Hokianga Community Board (KHCB) will be invited to support this event.

January to March has been a relatively quiet quarter for the Kaikohe Hokianga Community Board. Following the holiday break, there was only one formal meeting in February due to a lack of business. The next meeting is scheduled for April.

Community Board Funding

Bay of Islands-Whangaroa Community Board

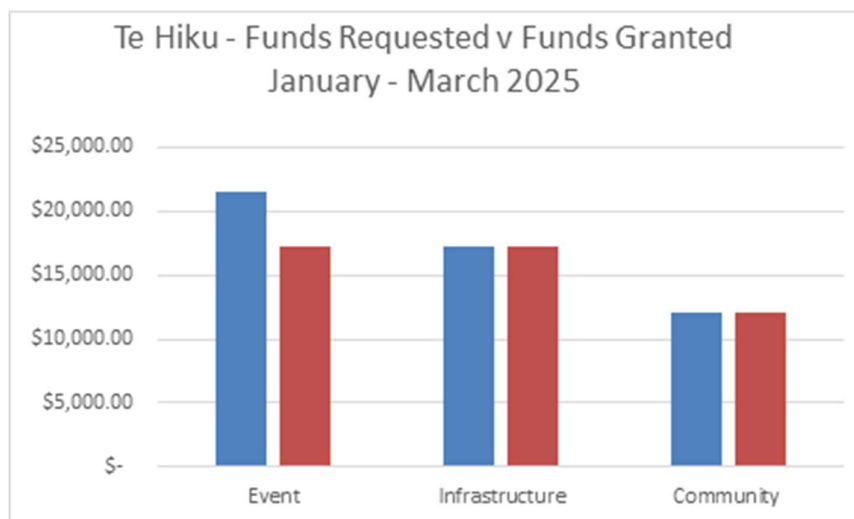
- The Board started the financial year with \$301,609.
- The board received 7 applications for funding in the amount of \$31,147 and granted \$21,088.
- One application was left to lie pending a request for further information from the applicant.



NB – the amount requested is shown in blue (left pillar of each type) and the amount granted is shown in orange (right pillar of each type)

Te Hiku Community Board

- The Board started the financial year with \$246,811.

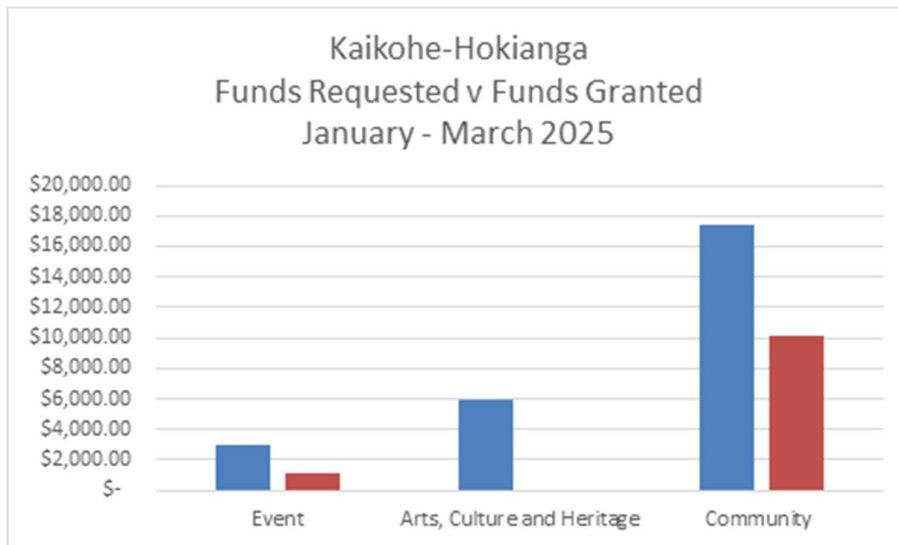


Te Hiku Community Board considered 7 applications for funding in the amount of \$50,794, granting \$46,498.

NB – the amount requested is shown in blue (left pillar of each type) and the amount granted is shown in orange (right pillar of each type)

Kaikohe-Hokianga Community Board

- The Board started the financial year with \$206,927



This Board considered 7 applications for funding in the amount of \$26,324, granting \$11,220.

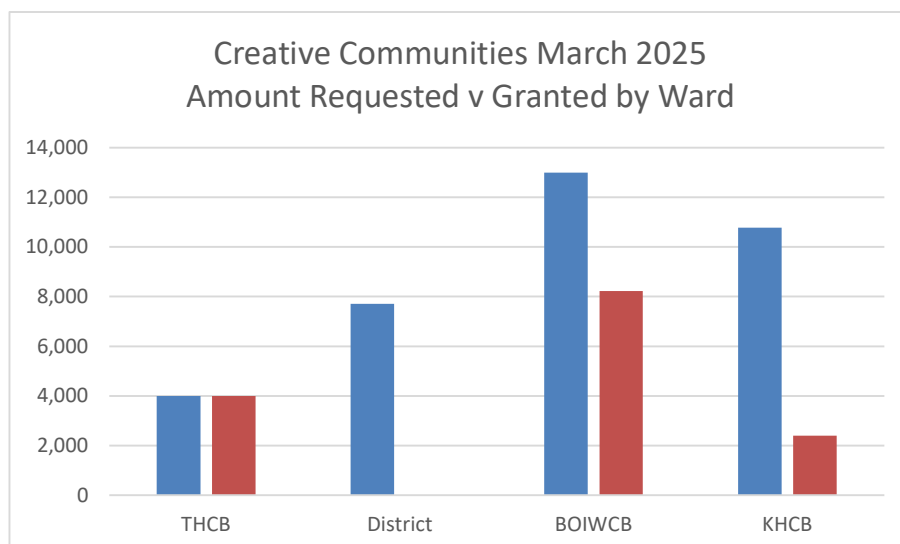
NB – the amount requested is shown in blue (left pillar of each type) and the amount granted is shown in orange (right pillar of each type).

Creative Communities

The Creative Communities Committee is formed mostly of members of the wider Far North District Community who volunteer to consider applications four times a year (March, June, September, and November/December). One Councillor sits on the committee by appointment of Council (Cllr Rakena).

The committee is actively seeking new members to join, particularly as there is no community representative from Te Hiku ward and there is no youth voice. While the role is unpaid, mileage is reimbursed for members attending the meetings (and the option to join by VC is also available). One new member joined the committee in March 2025.

The Committee considered 10 applications for funding at their March meeting, requesting \$35,488 and granted \$14,625 to 7 applicants. Applications included a school holiday show featuring Suzy Cato at the Turner Centre, Hokianga Toi Māori Matariki art show and wananga in the Hokianga and Kahikatea Remastered, an orchestra experience for Tamariki/rangitahi to participate in, in Te Hiku ward.



NB – the amount requested is shown in blue (left pillar of each type) and the amount granted is shown in orange (right pillar of each type).

Other Funding Matters

The community boards did not meet in January. The Bay of Islands-Whangaroa and Kaikohe-Hokianga Community Boards consider funding applications at alternate meetings (every second month), while Te Hiku considers applications monthly.

All application dates up to the end of the triennium are clearly outlined on the Funding page, where application form(s) are located. Due to the upcoming election, a communications campaign is planned to ensure that applications for activities such as Christmas events are received by August 2025, to ensure applications are considered prior to the dissolution of the current boards.

Rural travel funding for the summer period will be considered at the September meetings (with applications closing at the end of July) to ensure that clubs have decisions and funding in time for their activities. (Winter rural travel funding will be considered at the board meetings in April 2025).

Health, Safety and Wellbeing

Introduction

The quarterly report uses data from various sources to demonstrate how the main critical risks to Council are identified and managed as well as how wellbeing is monitored.

Hazard and risk management

“Organisations must identify and assess work-related health and safety risks. During organisational change, risk assessments should be undertaken so that the health and safety impacts can be understood and managed. There must be processes to eliminate or minimise risks to health and safety caused by the work.” (WorkSafe, 2016).

The Health, Safety and Wellbeing (HSW) team are focussed on managing FNDC’s risks, in particular critical risks. A critical risk is one that will occur infrequently but has serious consequences to health should it occur. Following consultation with staff in 2023 six critical risks were identified that are involved with activities carried out by FNDC staff. The critical risks identified are listed below:

- [Driving on Council business](#)
- [Lone working](#)
- [Psychosocial hazards](#)
- [Contractor OHS management](#)
- [Site visits](#)
- [Threatening behaviour](#)

Each quarter the HSW team focusses on reducing the risk to staff conducting activities that involve critical risks through audits, workshops, staff engagement, and training.

Audits

Five audits in total were conducted in Q3, as shown in Table 1. One quarterly workplace inspection was audited on how a workplace inspection was carried out at the Paihia iSite by staff. The audit did not highlight any areas of concern.

Table 1: HSW audits conducted during Q3 2024

Date	Topic	Team	Location
06/01/2025	Workplace inspection audit	Visitor Information	Paihia iSite
31/01/2025	Contractor Management	Ventia	Kaitaia WWTP
31/01/2025	Contractor Management	Ventia	Ahipara WWTP
31/01/2025	Contractor Management	Technical Operations	Procter library
26/03/2025	Contractor Management	Infrastructure Delivery (Hoskin Civil)	Kawakawa WTP

Two contractor audits were conducted at wastewater treatment plants (WWTP) (Kaitaia and Ahipara) with the Ventia Safety, Health, Environment, and Quality (SHEQ) Manager. Kaitaia was found to be experiencing an

avian botulism outbreak, and a number of dead birds were seen on and around the waste stabilisation ponds. This is a naturally occurring issue that is found across New Zealand and is not considered a cause for concern. Measures have been put in place for the weekly removal and safe disposal of any dead birds found.

Ahipara WWTP did not raise any concerns from the audit. Good progress had been made on a new security fence around the perimeter of the site and the HSW Manager was given a demonstration of the new ultraviolet treatment system recently installed in treat effluent.

The audit at Kawakawa water treatment plant (WTP) looked at the exploratory geo-civil drilling for the future renewal of the reticulation infrastructure project being carried out under the Infrastructure Acceleration Fund (IAF) carrying out. Figure 1 highlights the complicated contractor chain involved in projects such as this. Seven 'Persons Conducting a Business or Undertaking' (PCBUs), which is the term applied to businesses and organisations under the Health and Safety at Work Act 2015 (HSWA), were involved in this work, and FNDC has a duty under HSWA to ensure that all PCBUs involved have considered and documented the H&S hazards and risks associated with the work. The audit found that sufficient safety practices were in place and was a great opportunity to continue building the relationships between FNDC and the contractors it uses.

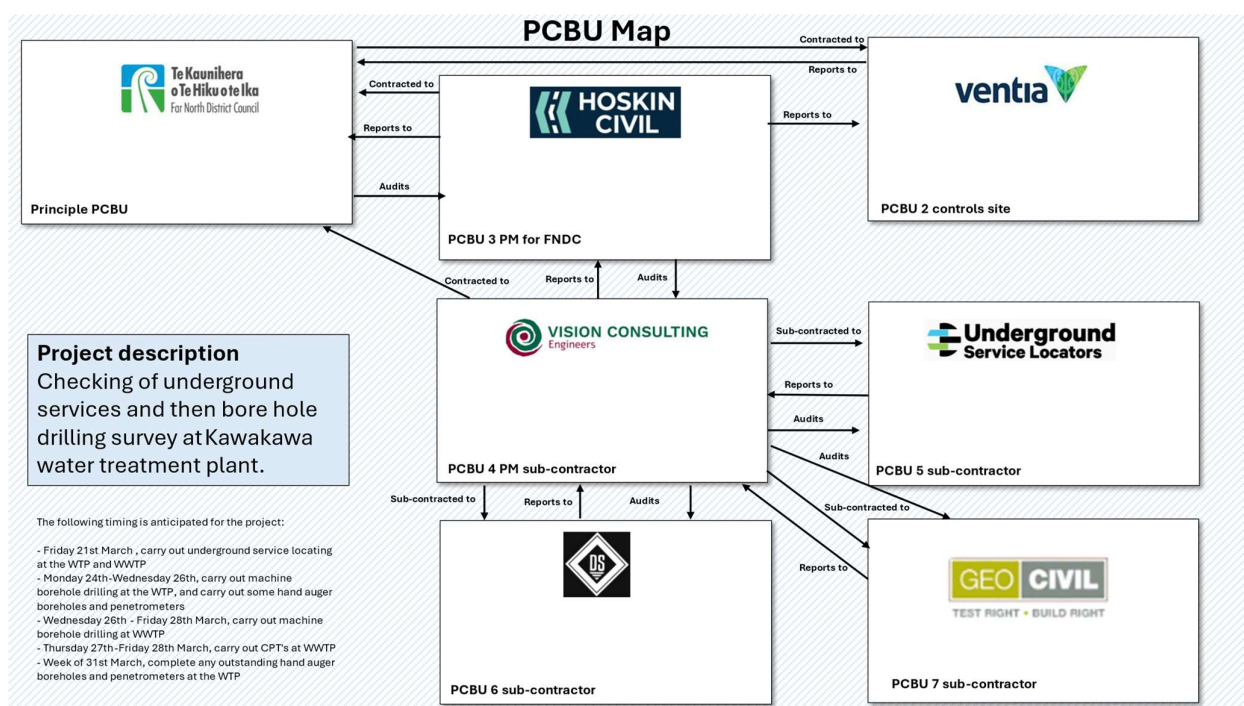


Figure 1: A section of the 'Overlapping Duties Charter' for geo-tech testing at Kawakawa WTP and WWTP.

An audit was carried out with staff from the Technical Operations team on 31 January during work to remove a large beehive living under the roof over the main entrance of Procter library in Kerikeri. An apiarist and roofing specialist were contracted to carry out the work, which involved working at height using a boom lift to access the hive (see Figure 2).

The work was safely carried out and the hive removed. The audit highlighted the necessity for a detailed 'site specific safety plan' to be fully reviewed and agreed on by all PCBUs involved prior to work starting, and also the need for a more detailed understanding of the working at heights requirements. As a result, on 17 March the HSW team attended a full day working at heights practical training course with Safety'n'Action in Whangarei, which was found to be very informative, with two unit standards being obtained by the team.



Figure 2: Boom lift in action to access the beehive at Procter library.

Staff engagement

During Q3 the HSW team had 257 touch points with staff members through the rolling out of the new Job Safety Analysis (JSA) of psychosocial hazards, the introduction of HSW role profiles, and meeting with the H&S Committee. The number 257 does not translate to 257 individual staff members as some will have attended more than type of engagement session. The diversity of staff engaged can be seen in Table 2.

The rolling out to staff of the JSA of psychosocial hazards marks the end of six months' work by the HSW team, who held seven all staff meetings during that time as well as attending a Masterclass in Managing Psychosocial Risk training. The HSW team will review the critical risk again in two years' time.

Table 2: Staff engagement by the HSW team during Q3.

Date	Topic	Team	No. of attendees	Notes
22/01/2025	Psychosocial Hazards	Kerikeri JBC/Teams	75	Job Safety Analysis (JSA) - Psychosocial Hazards introduction
28/01/2025	Psychosocial Hazards	Kaikohe HQ/Teams	40	JSA - Psychosocial Hazards introduction
03/02/2025	HSW role profile review	Infrastructure Leaders group	5	Introduction to HSW role profiles
04/02/2025	Psychosocial Hazards	Kerikeri JBC/Teams	50	JSA - Psychosocial Hazards introduction
12/02/2025	Psychosocial Hazards	Kaitaia Te Ahu Centre/Teams	47	JSA - Psychosocial Hazards introduction
13/02/2025	HSW role profile	D&O - Monitoring Team	10	Introduction to HSW role profiles
20/02/2025	HSW role profile	D&O - Library & Services programmes	1	Introduction to HSW role profiles
27/02/2025	HSW role profile	D&O - Manager - Quality	1	Introduction to HSW role profiles
03/03/2025	HSW role profile	D&O - Property & Facilities Management	4	Introduction to HSW role profiles
06/03/2025	HSW role profile	D&O - Resource Consents Administration	1	Introduction to HSW role profiles
06/03/2025	HSW role profile	P&P - Planning & Policy Leaders	5	Introduction to HSW role profiles
07/03/2025	HSW role profile	CS - Transaction Services	1	Introduction to HSW role profiles

10/03/2025	HSW role profile	Capital Works & Renewals - Transportation	6	Introduction to HSW role profiles
11/03/2025	HSW Committee	C&E - Customer Services & Contact Centre	All	Josh Dalbeth nominated HSW rep HSWR - Customer Services & Contact Centre nomination process
12/03/2025	HSW role profile	D&O - Building Compliance	5	Introduction to HSW role profiles
28/03/2025	HSW Committee	HSW Committee	6	Monthly H&S Committee Meeting

The new staff role profile introductions were continued in Q3 and 46 staff in eleven teams were engaged. HSW Role Profiles ensure that employees receive the appropriate training, understand and follow relevant policies, and know what personal protective equipment they may need in a simplified form that can be used to demonstrate how the Health, Safety, and Wellbeing Key Success Factors has been met. The HSW team plans to complete the role profile introductions across the organisation by the end of Q4.

Training

H&S training is arranged by the HSW team in accordance with the controls listed in various Job Safety Analysis (JSAs), and what is shown on individual staff role profiles. 59 staff members attended four different training courses during Q3. HSW inductions are carried out with new staff on a fortnightly basis. All training is booked through, and attendance recorded in Ci Anywhere.



The HSW team receiving Heights Safety and Awareness training at Whangarei.

HSW Incidents

There were 30 HSW incidents entered into PeopleSafe during Q3, which are shown in Figure 3. PeopleSafe is FNDC's Health and Safety reporting database for all work-related injuries, incidents, accidents, near misses, risks, hazards, discomfort and pain. It is a requirement under the Health and Safety at Work Act (2015) for FNDC to provide a platform to report such incidents. The most frequently reported incidents are threatening behaviour, which is listed as a critical risk.

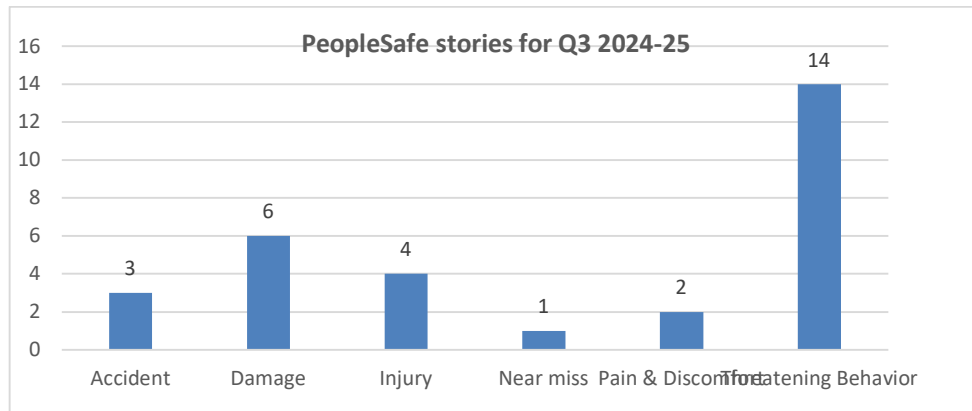


Figure 3: PeopleSafe incidents for Q3 2025

Infrastructure Group

The Infrastructure Group holds the following responsibilities within six separate teams:

- **Asset Management**
- **Infrastructure Engineering**
- **Infrastructure Delivery**
- **Infrastructure Services**
- **Waters Services**
- **Transportation**

After being formed in March 2024 the Infrastructure Group's 3 key priorities were:

1. Implement an Asset Management Information System
2. Using the project management framework for all projects
3. Improved contract management for the Roding and 3 Waters contracts



Key Priorities

1. Implement an Asset Management Information System

This project is being delivered by the Technology Programme Delivery team with Infrastructure Asset Management providing resourcing into structure and data cleansing. Data quality issues are being addressed in planning the configuration of the system. GIS improvement recommendations from the vendor are being worked through to improve the asset registry geospatial information.

2. Project Management Framework

The Project Management Framework promotes good planning and management of infrastructure investment. The Group's is now structured functionally, aligning with the framework with Asset Management, Engineering, Project Delivery teams. Populating CAMMS with the LTP 24/27 District Facilities and Waters capital works was completed in March. CAMMS is now the one source of truth for project delivery management.

3. Contract management for Roding and 3 Waters contracts

The appointees to the positions of Manager – Transportation and Manager – Waters have commenced their roles and progress towards contract management improvements will be reported in future updates.

Te Pae o Uta

The Infrastructure team is actively fostering a deeper connection with Te Reo and Te Ao Māori among its members. This commitment is reflected through various initiatives and opportunities aimed at enhancing cultural knowledge and language proficiency. Team members are strongly encouraged to enrol in Te Reo courses, with new participants joining for the first time in 2025 and others advancing to the next level of the 2025 intakes. These courses provide a fun yet structured approach to learning the Māori language, ensuring that both new learners and those progressing can develop their skills effectively.

Karakia, Mihi, and Waiāta Sessions

Every Monday morning, before the Infrastructure Team meeting, our GM facilitates a session dedicated to karakia, mihi, and waiāta. This informal space allows staff to practice these elements, offering mutual support and encouragement. These sessions are not only a means of practicing Te Reo but also a way to start the week with a sense of unity and cultural respect.

Kōrero Kai

In addition to the Monday sessions one of our Team members, Doug Astill, has initiated "Kōrero Kai," a gathering in the central courtyard during some lunchtimes (te wā tina). This provides another opportunity for the Infrastructure Team to meet and engage in kōrero with colleagues. The informal setting encourages the sharing and practicing of Te Reo in a relaxed atmosphere.

Building Confidence and Team Spirit

These initiatives are designed to increase confidence and knowledge in Te Ao Māori. They are also enjoyable and serve as excellent team-building activities. By creating multiple opportunities for cultural engagement, the Infrastructure team is not only enhancing its members' language skills but also fostering a collaborative and supportive work environment.

Through these efforts, the Infrastructure team demonstrates a strong commitment to embracing and integrating Māori culture into their daily practices, contributing to a richer and more inclusive workplace.

Asset Management

Asset Management Team

Recruitment of a Manager and a District Facilities Asset Manager remain outstanding. Significant input is continuing into the development of Asset Management Plans and a Capital Works Programme for Local Water Done Well planning. The Delivery Plan is now out for consultation. Input into the Asset Management Information System project is ongoing.

Infrastructure Engineering

Recruitment of a Manager, Senior Waters Engineer, District Facilities Design Officer and replacement Development Engineer is ongoing.

A Land Discharge Officer appointment has been made, and the appointee commenced their role in March.

Development Engineering

For the period 1 July 2024-31 March 2025, a total of 102 Resource Consent applications have been received and processed within 5 working days, an additional 20 since November 2024, while a total of 27 Engineering Plan Approvals have been received and processed within 10 working days, an additional 2 since November.

A draft Stormwater Strategy is being reviewed by externals for further feedback and inclusion in updating the Stormwater Catchment Management Plans. Feedback will include implications of Local Water Done Well to the Strategy.

Rating for the Matauri Bay Wastewater Treatment Plant is now in the planning stages as the best approach to establishing the Area of Benefit is confirmed with Finance. A report to the May Te Koukou Committee will outline the recommended approach.

3 Waters Engineering

Updating of 3 Waters models is ongoing.

Assistance is being provided to the Design Engineers when assessing options and peer reviewing external designs.

Still awaiting receipt of the Northland Regional Council flood model for the Kerikeri catchment (not including urban area pipe network <450mm diameter) which is now expected in April 2025.

Design Engineering

Ongoing technical input into LTP capital projects, RFS matters, and Local Water Done Well planning.

Kotare Drive, Allen Bell Drive, and Matthews Avenue/Farrimond Place stormwater projects are now actively in detailed design.

Peer review of external designs include Ahipara Tasman Heights and Reef View Rd stormwater projects, and Kaipatiki Rise reactive works.

District Facilities – Projects in Design

- **Kāeo Memorial Hall:** Building Consent has been obtained to complete weathertightness issues and bring up to standard for fire safety and accessibility. Project is currently out for tender and closes 2nd April 2025. Physical works are expected to commence late May 2025.
- **Kaitiāia Resource & Recovery Centre Bridge:** Replacement bridge access is nearing completion of the final design phase. Resource Consent application lodged in 2023 awaiting confirmation of final design and agreement from local iwi/hapu.
- **Te Puawaitanga:** Remaining works required to complete project includes Signage, Ablution Block, House demolition, Metal Carpark, Wood piles, Entrance Gates and Fencing. Final costs for the house demolition are nearing completion and this should be ready for procurement of a contractor within the next month.
- **Ōkaihau Hall Renovations:** The Hall is under construction with Bay Builders, programme of works has been extended due to some significant changes of scope and the contract will now extend until end of June 2025 to accommodate this.

3 Waters – Projects in Design

- **Paihia Water Treatment Plant Upgrade:** Feasibility study for the river's edge site is expected to be received 11th April. Early engineers cost estimates are around 13mil excluding land purchase. Infiltration gallery has been ruled out as a water intake means. Other land options are being investigated. Iwi and Hapu engagement recommenced with TOR being reviewed and a working group set up. Expect the river's edge site to be 'feasible' for siting of the new plant. Meeting with community group in May to present the works to date.
- **IAF Kawakawa:** This includes 5 projects covering Transport, Water Treatment, Water Reticulation, Wastewater Treatment, and Wastewater Reticulation. Milestone stages are:
 - Stage 1 (Early) – feasibility, concept design and designer engaged
 - Stage 2 (pre-implementation) – detailed design, consents approved, and contractor procured
 - Stage 3 (implementation) – construction completion
 - Stage 4 (practical completion)
 Stage definitions are:
 Stage 1:
 - engagement of consultant to deliver feasibility
 - engagement of consultant to deliver the design work
 - concept design completed and approved by recipient
 Stage 2:
 - Resource consents issued
 - Detailed design drawings approved by the Recipient
 - Tender method and tenderers approved by the Recipient, the Developer and Kāinga Ora
 - Head Contractor approved by Kāinga Ora
 - Tender awarded
 Stage 3:
 - Physical works completed e.g. utilities relocation, site works
 - Monthly certified progress schedule signed by Engineer to Contract
 - Construction activities complete
 Stage 4:
 - Practical Completion has been achieved in relation to the transport IAF Funded Enabling Infrastructure Project(s).
 IAF Kawakawa is being externally managed and the update report to March 2025 is summarised as:
 - Stage 1 milestones for Transport, Wastewater Reticulation, Wastewater Treatment and Water Reticulation have been completed by their due dates. Water Treatment is still progressing and expected to be complete by the due date of June 2025.
 - Stage 2 milestones for Wastewater Treatment, Water Treatment and Water Reticulation

are underway.

Updates are provided direct to the Chief Executive.

- **Kotare Drive stormwater pipe renewal:** like for like renewal is in detailed design with options to package with other renewals in the area being investigated. Delivery by June 2025 is being targeted.
- **Allen Bell Drive stormwater pipe renewal:** a site investigation has confirmed perceived “slumping of the road” to be a design element for an overland flow path. A key issue identified is a severe blockage for which an RFS has been submitted to the Operations contractor for clearing. Once the pipe is cleared an assessment of the pipe condition will confirm the works required.
- **Commerce St, Kaitaia stormwater realignment:** detailed design is 90% complete and being peer reviewed by in-house Engineer and Consenting team prior to Issued for Construction drawings being finalised. Construction scheduled for next construction season commencing September 2025.
- **Parkdale Cres, Kaitaia stormwater:** resource consent lodged with FNDC and NRC for diversion drain works. Land-owner discussions in progress for easement(s) which are in draft. Issued for Construction drawings expected December 2025. Project delivery delayed due to identification of a preferred alternative pathway that is expected to deliver a superior result but is taking longer due to multiple access negotiations.
- **Kohukohu Wastewater Treatment Plant improvements:** baffle curtain design in progress, construction awaiting completion of desludging process expected to take 4-6 months.

Infrastructure Delivery

Recruitment of a Manager and a further 2 Intermediate Project Managers is underway.

District Facilities – Projects in Construction

- **Awanui Sport Complex:** Programmed health and safety work has been completed within scheduled timeframe.
- **Housing for the Elderly – Rāwene - Accessibility Ramps & Paths:** Contractors are building new compliant timber ramps to all 10 units. Existing concrete paths will then be replaced with wider ones linking the entire complex with the car park. This will provide tenants and emergency services (when required) with safe compliant access to and from each unit. Physical works are expected to be completed early to mid-April 2025.
- **Te Puawaitanga -** Construction has begun on the fencing for the fields and is on track to be completed by 21st April 2025.
- **Kāeo Memorial Hall:** Building Consent has been obtained to complete weathertightness issues and bring up to standard for fire safety and accessibility. Project is currently out for tender and closes 2nd April 2025. Physical works are expected to commence late May 2025.
- **Lake Ohia Hall:** Procurement for reduced design is still out for tender and due to lack of market interest is expected not to progress quickly.
- **Ōkaihau Hall Renovations:** Construction is underway by Bay Builders. Programme of works has been extended due to some significant changes of scope and the contract will now extend until end of June 2025 to accommodate this.

Infrastructure Delivery – Projects in Construction

- **IAF Kaikohe:** The delivery plan deadline for contracts to be awarded is 30 June 2025. To meet this timeframe 9 work packages have been combined into a single tender comprising 3 work packages. This tender was released to the market on 12 March and closes 29 April 2025. Regular progress reporting is being supplied to Te Koukou Committee and the Kaikohe-Hokianga Community Board.
- **Donald Road Wastewater Upgrades:** Contract works are nearing completion. The April due date for completion has been extended to May 2025.
- **Kaitaia Wastewater Overflows:** Response to the 2016 abatement notice for excessive overflows. The contract has been awarded, and the contractor will establish to site 1st April 2025. Construction works will begin on Bonnets Road progressing down Pukepoto then along Puckey Avenue to the engineered overflow point on the Bank Street reserve.
- **Kaitaia Wastewater Treatment Plant Security Gates:** This work is now being delivered along with the septage screen works as the power supply depends on the power pole relocation, May 2025.
- **SH12 Ōmāpere Stormwater:** A contract has been awarded, and the contractor wants to take possession of the site late April with completion expected July 2025.

- **Jacaranda Odour Control:** Direct award to Ventia under the O&M contract to install the filter already procured. Expected completion May 2025 with some post-implementation odour monitoring by the supplier.
- **Kawakawa Flow Monitoring:** Equipment installed and post implementation monitoring to be completed in April, with operational handover in May.
- **Kawakawa Wastewater Treatment Plant Stream diversion:** Procurement complete and on track and on budget to be started the 7 April 2025. Essential works to prevent damage to the effluent ponds and protect site in preparation for IAF upgrades.
- **Kaitāia Septage Screen:** Top Energy to commence power pole relocation early May. Civil works to follow with equipment installation expected July and commissioning August 2025.
- **Kaikohe Septage Screen:** Civil works are nearing completion. Equipment installation delayed due to electrical contractor procurement. Commissioning expected July 2025.
- **Rāwene Septage Screen:** Relocation of power distribution panel being tied in with Electro-coagulation project, works expected to be delivered May 2025. Once complete civil works can proceed with mechanical and electrical installation following. Commissioning expected August 2025.
- **Kaitāia Wastewater Pump Station 5 Access Track:** Consultation with land-owners on which the access is proposed has been protracted. Verbal engagement has been positive however written approval has still not been received. An approach via Te Rūnanga O Ngaitakoto is to be made to achieve written consent. Once received construction will be prompt.
- **Kaitāia Wastewater Treatment Plant Pond Desludging:** Preliminary work and mobilisation to site to commence desludging completed. Expected timeframe to complete desludging is 22 months.
- **Marreine Place Stormwater:** Now in construction with an expected completion date of May 2025.
- **Moerewa Stormwater Improvements:** Construction commenced January 2025 with 44% of the project complete. Drainage work within Plunket St is complete and works started on installing 3 megapits and 296m of pipeline. A Wildlife Permit issued in March has allowed one endangered native lizard to be safely relocated and construction of the open swale commence. The contractor's economic contribution to the local economy is valued at \$11,000 and community feedback remains positive and stakeholders are being kept informed of progress.
- **Ōpononi Wastewater Treatment Plant Improvements:** baffle curtain is in procurement with power supply requirements being determined to inform final detailed design of clarifier works. In pond works expected to be completed by June 2025 with the clarifier by September 2025.

District Facilities – Projects Completed

- **Awanui Sport Complex:** Programmed health and safety work scheduled through to February 2025

Infrastructure Delivery – Projects Completed

- **Kaitāia Wastewater Treatment Plant Potable Water Supply:** Installation of new and re-purpose existing pipework from the Kaitāia Water Treatment Plant to convey potable water to site.
- **Kaitāia Water Treatment Plant:** PLC replacement completed February 2025.

Infrastructure Services

Project Analyst and QA Lead

Successful recruitment to these two positions both starting in January.

Reporting of capital works delivery to Te Koukou Committee has been developed, using the Project Management Framework stage gates, to provide visibility of the work in progress, that which has not commenced, and forecasting of carry forward project budgets for June 2025. This reporting will continue until project management reporting from CAMMS is fully operational.

The QA Lead has upskilled with ProMapp and this quarter has been a period of familiarisation with both Council and Infrastructure activities. Process mapping has begun, and a forward works plan is being finalised. With the arrival of new people to Council and to Infrastructure, this is an ideal opportunity to visit our operational processes, identifying and prioritising critical processes which aligns with the work being led by the Process Design Specialist.

Consenting Team

The Consenting team reports their identified programme of work regularly to Te Koukou Committee.

- **Kaitiāia Wastewater Treatment Plant resource consent renewal:** Work with one submitter is awaiting their response. In the meantime, Northland Regional Council have advised this application will proceed to hearing.
- **Kaikohe Wastewater Treatment Plant resource consent renewal:** submitted in 2021 will be publicly notified in April 2025. An amended application is currently seeking working group support prior to lodgement and public notification.
- **Kerikeri Urban Stormwater resource consent application:** An amended application to update the original application lodged in 2012 has been completed and to be submitted to NRC April 2025. Notice letters have been sent to relevant hapū reps and community groups to advise of the amended application.
- **Houhora Campground Wastewater Disposal System:** This application was granted in March 2025.
- **Kaitiāia Urban Stormwater Network resource consent application:** Iwi/hapū engagement has begun with representatives from Ngai Tohianga/Oturu Marae, Ngā hapū tokotoru o Pukepoto (Ngāti Te Ao, Te uri o Hina, Te Tahawai) and Te Rūnanga o Te Rarawa.
- **Heritage New Zealand Archaeological Authorities 2025/386 and 2025/387:** authorities received for works at Marreine Place stormwater works, and the intersection of Tokerau Beach Rd and Whale Crescent for wastewater storage.

Compliance

Reporting of compliance status, abatement notices, and consenting work programmes to Te Koukou and Te Miromiro Committees continues to evolve, incorporating feedback from Elected Members into future reports. Longstanding abatement notices for Ahipara, Ōpononi and Kaitiāia wastewater schemes remain a priority, and this quarter has seen:

- Six consecutive months of compliance at the Ahipara treatment plant. Application will be made in April 2025 for Northland Regional Council to cancel the notice.
- Pond desludging and wetland reinstatement at Ōpononi was completed in February. Procurement of baffle curtains is in progress with final design elements for the clarifier being established prior to procurement. The UV installation is expected to require additional budget, and this will be confirmed once the clarifier works are completed, and treatment performance is established.
- The Kaitiāia wastewater network overflows reduction project is continuing, and the contract will run till the end of October 2025. The project is being run in several stages due to cost and logistics. Northland Regional Council will be advised upon completion of each stage.
- One new abatement notice received in January 2025 was issued in error due to the facility not being in use for several years. This notice has since been cancelled.





Water and Wastewater RMA Compliance Report – March 2025

Compliance Key	
Currently compliant with resource consent	●
Administrative compliance issue.	●
Marginal noncompliance.	●
Noncompliant as of most recent sample.	●

Compliance by Month															
	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Abatement Notice (Current)	Comments and Maintenance
Water treatment															
Kaitiāia	●	●	●	●	●	●	●	●	●	●	●	●	●		
Kaikohe	●	●	●	●	●	●	●	●	●	●	●	●	●		
Kawakawa	●	●	●	●	●	●	●	●	●	●	●	●	●		
Rāwene Ōmanaia	●	●	●	●	●	●	●	●	●	●	●	●	●		
Kerikeri	●	●	●	●	●	●	●	●	●	●	●	●	●		
Ōkaihau	●	●	●	●	●	●	●	●	●	●	●	●	●		
Ōpononi	●	●	●	●	●	●	●	●	●	●	●	●	●		
Paihia	-	●	●	●	●	●	●	●	●	●	●	●	●		
Wastewater treatment															
Hihi	●	●	●	●	●	●	●	●	●	●	●	●	●		Ammoniac Nitrogen non-compliance - working with operator to change treatment process to achieve compliance Rainfall gauge fixed and working from February E-Coli variances continuing - compliant at treatment outlet but non-compliant downstream post constructed wetland Wetland improvement options to be included in BPO process now in planning phase
Kāeo	●	●	●	●	●	●	●	●	-	●	●	●	●		Cyanobacteria levels have reduced after a spike in February
Kaikohe	●	●	●	●	●	●	●	●	●	●	●	●	●		E-Coli variances continuing - compliant at treatment outlet but non-compliant downstream post constructed wetland Wetland improvement will be included in BPO process that is continuing
Rangiputa	●	●	●	●	●	●	●	●	●	●	●	●	●		
Russell	●	●	●	●	●	●	●	●	●	●	●	●	●		Landfill leachate inflows are currently compliant due to very low rainfall Resolution of leachate volumes from the landfill is ongoing and dependent on landfill capping

Taipā	●	●	●	●	●	●	●	●	●	●	●	●	●		Non-compliant for Condition 5 – Nitrogen, TSS and Faecal coliforms as recorded at constructed wetland discharge point Recent test results for wetland show 100% avian coliforms Currently commissioning a trial electro-coagulation treatment process and discharge to land commitment to be implemented by September 2027
Whatuwhiwhi	●	●	●	●	●	●	●	●	●	●	●	●	●		Non-compliance due to ongoing TSS levels due to pond sludge levels Sludge survey has confirmed need to desludge ponds prior to planned renewal of aqua mats
Compliance by rolling 12-month average															
	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Abatement Notice (Current)	Comments and Maintenance
Wastewater treatment															
Ahipara	●	●	●	●	●	●	●	●	●	●	●	●	●	5-Sep-22	Condition 10 of the resource consent limits faecal coliforms as measured at the artificial wetland to a med 12 of 5000mpn/100ml. Since the installation of the SCUUV faecal coliform results have been below 1000mpn Except for 15th Jan 2025 noted as work in progress. NRC has stated that 6 months of compliant data is required before the abatement notice can be lifted. FNDC compliance has requested abatement review from NRC as now compliant for 7 months. Condition 2 of the resource consent limits leachate discharge from the landfill to the WWTP to 10m3/day.
Kohukohu	●	●	●	●	●	●	●	●	●	●	●	●	●	29-Oct-24	Rain gauge appears to be working again. Moderate non-compliance for E.coli. Compliance with the 50th and 90th percentile values shall be determined OVER a fixed 12-month period
Kaitiāia	●	●	●	●	●	●	●	●	●	●	●	●	●	20-Apr-16	Compliance with the 50th and 90th percentile values shall be determined OVER a fixed 12-month period.
Kawakawa	●	●	●	●	●	●	●	●	●	●	●	●	●		Compliance with the 50th and 90th percentile values shall be determined OVER a fixed 12-month period.
Kerikeri	●	●	●	●	●	●	●	●	●	●	●	●	●		Compliance with the 50th and 90th percentile values shall be determined OVER a fixed 12-month period.
Ōpononi	●	●	●	●	●	●	●	●	●	●	●	●	●	20-Apr-16	Condition 19 - E.coli above consent limit only. Constructed wetland results in monthly report. Remaining two points not monitored as unfenced stream area. Abatement Notice for E.coli breaches. Compliance with the 50th and 90th percentile values shall be determined OVER a fixed 12-month period.
Paihia	●	●	●	●	●	●	●	●	●	●	●	●	●		Only TSS noncompliant. Compliance with the 50th and 90th percentile values shall be determined OVER a fixed 12-month period.
Rāwene	●	●	●	●	●	●	●	●	●	●	●	●	●		Condition 8 – TSS still high. March monitoring readings are good for all metrics. Compliance with the 50th and 90th percentile values shall be determined over a fixed 12-month period.

Water Services

The Team

A Water Services Manager commenced in March. Recruitment for an additional Water Technical Officer and a Land Drainage Technical Officer is continuing.

Sweetwater Source Update

All earth, civil, electrical, SCADA works are completed. Telemetry and temporary Starlink communication from bores to WTP are also complete. Resource consent for contingency discharge point granted. The UF membrane plant has been in production for several weeks and additional wastewater pipework has been installed to allow higher flows through the UF membrane plant from the Sweetwater borefield.

Water Restrictions Update

The Water Shortage Management Committee weekly meetings are continuing Water restrictions currently implemented due to low river levels, increased demand, and predicted minimal rainfall: Ōpononi-Ōmāpere, Ōmanaia-Rāwene, and Kawakawa/Moerewa moved to Level 3, while Kaitāia, Kerikeri, Ōkaihau, and Paihia moved to Level 2. Engagement with our monitoring team continues. Water level signage has been updated according to changes in restriction levels.

Land Drainage

Land Drainage spraying works and drain clearing works completed March 2025. The work programme to continue as per Land Drainage Committee direction. Resource consent requirement inspections are commencing April 2025.

Transport Services

Road Safety and Traffic Engineering

Requirements for speed limit reversals are being finalised as well as a cost to complete the work on reversals required in 2025 and designing and implementing the remaining schools to be completed by 2026. The team is addressing a petition placed by the Ōkaihau community for road safety improvements following a fatal crash involving a cyclist on Settlers Way.

Capital Works and Renewals

The capital team has finalised a number of slip repair projects and are waiting to assign works for twelve projects to the newly established contractor panel. Due to delays in establishment of the contractor panel our 2024-2025 slip repair programme is tracking behind schedule at this time. Work continues on design to prepare for the Year 2 contract season. One hundred percent of the reseal repairs and enabling works have been completed and the reseal programme is underway. Key highlights from the Capital programme are as follows:

Completed Projects:

- Hihi Bridge 07 Resilience
- Whangae Road Slip
- SH 11 (Haruru Falls) footpath
- Parnell Street footpath
- Rangiahua Road rehab
- Takahue Road rehab

Under Construction:

- West Coast Road (Panguru) Slip
- West Coast Road (Motuti) Slip
- Foreshore Road (Ahipara) Footbridge
- Ngapipito Slip
- West Coast Road Sealing

Maintenance, Operations & Renewals

60% of the maintenance, operations and renewals programmed has been delivered from the budget of \$32 million. Focus area for maintenance, operations and renewals is programmed below:

Activity	Programmed	Completed to Date	Percentage Complete	Comments
Resurfacing	78 km	44.8 km	58%	On programme
Pre-Reseal Repairs	43,631 sq.m	43,115 sq.m	99%	On programme
Rehabilitation	7.1 km	3.6 km	50%	Further 2km under construction
Culvert Cleaning (P1&P2)	2525	2443	97%	On programme
Water Table Clean	100 km	75 km	75%	On programme
Sealed Road Dig Out	12,966 sq.m	8285 sq.m	64%	On programme
Unsealed Rd Rehab	62.1 km	42.8 km	69%	On programme
Maintenance Aggregate	66,395 cu.m	50,525 cu.m	76%	On programme
Seal Extension	3.43 km	1.5 km	44%	On programme. West Coast Rd is well underway, clearing and drainage work completed and pavement under construction.

Asset Management

Ongoing value for money, optimized asset management and least life cycle costs are being delivered through the Network Improvement Plan projects.

Forward Works Programmes for 2024/25 issued to the Maintenance and Capital Teams, and the 2025-2026 Forward Works Programmes are currently being finalised.

Corporate Services

Financial Services

Accounting Services

The Accounting Services team is continuing to revise financial reporting framework to enhance the structure and layout of financial information. This initiative aims to improve transparency and facilitate better interpretation of Council financial data. Elected members are invited to provide feedback for further refinements as these are presented.

Now that testing is completed of TechOne to move to the Cloud, the new platform is now Live. The support team is in a 'hypercare' period to resolve issues which might arise.

The Annual Plan 2025/26 and fees and charges are out for public feedback which will conclude in April.

There has been a lot of contribution to the Local Waters Done Well from the team and the consultation document is being prepared and will be adopted in April.

The Annual Report 2024/25, discussions are in progress with Deloitte regarding the interim and final audit. Discussion is also in progress regarding how we progress with the adoption of the Annual Report 2024/25 in an election year.

Work will begin on the pre-election report shortly.

Te Pae o Uta - Staff have been participating in Te Reo classes and are participating in Waiata at meetings. Karakia is conducted at main team gatherings.

We are ensuring the use of place names or Kupu that need macrons are being implemented into reports and documents and translations throughout formal documents are being sourced.

Rating Services

In addition to business as usual we have been working with several Māori Landowners/occupiers to resolve some historic/outstanding issues and good progress has been made in this space, with application and draft report completed for our second Incentivising Māori Economic Development application.

We have also collaborated with other teams to remodel the rates invoice template and review our existing online services such as direct debits and rates by email requests.

We have met with members from Far North Waters Operations regarding outstanding issues such as water meter maintenance. This has now been escalated to management due to concerns over delays with meter replacements due to staff shortage.

Several sessions with Policy and Planning have occurred to make further progress with the review of the Rating Relief Policies, feedback and documentation has been supplied as necessary.

A review of the rating delegations is also underway with the legal team finalising recommendations to present to Council.

Rates have completed audits on water direct debits for Kaitaia and Kerikeri and started work on resolving historic issues with requests for rates by email. The Rates by email BI report was rewritten as it had been created many years ago and the new report identified 2000 errors which were not previously identified and will be addressed as capacity allows.

Te Pae o Uta - Training on whenua Māori (rating) – Full team training session has been completed. Several staff now competent in responding to Māori land queries and completing applications. Training is ongoing with newer staff members.

Whenua Māori Roadshow – Staff have attended all marae roadshows to date and continue to contribute towards the Rating Relief Working Group. Focus has shifted from processing of bulk CEO write offs to individual cases. Also now instigating follow up letters to ratepayers with arrears and receiving a remission under our Papakainga policy.

Increasing Education around Te Ture Whenua Māori Act – basic training was provided to the rates team in a training workshop, also attended by revenue recovery and several other staff from across Council.

Transactions Services

Fleet and publications have been monitoring our Blackhawk reporting with manual checks to ensure data is correct before using their system for future reporting to lessen misuse and increase fleet efficiency and accountability.

The revenue recovery team have issued first notices for Mortgage demand to 542 properties, with the final demand notices being issued 90 days after the dated first notice. We currently have issued final demand for 135 properties.

Their key priorities for the remaining financial year are to:

- collaborate with other departments within the Council to reduce the sundry debtor debt,
- review the 2501 Māori Freehold land rateable accounts, and
- work with our ratepayers to offer alternative payment arrangements that have more flexibility in the amounts they pay without being penalised due to the increase of the cost of living.

The team are currently testing Pathway UX and are experiencing some concerns/issues during this upgrade/onboarding of a new system. The migration of TechOne to SaaS has been completed and the team are learning the new implications of this upgrade.

Te Pae o Uta - To date there have been several team members who signed up for Te Pae o Waho. Due to conflicting schedules, a suitable schedule is yet to be established with Te Hono.

Transaction Services have implemented opening and closing karakia in all team meetings, encouraging participation and rotating responsibility. Meetings are scheduled based on the Maramataka. Copies of the Maramataka have been distributed to the team.

The team is actively engaging in policy reviews, collaborating with Te Hono on the Te Pae o Uta framework, and supporting the Whenua Māori Rating Relief working group. They attend Marae roadshows and cultural events to share information on Whenua Māori and answer queries from whanau.

Digital Information Services

In addition to carrying out the Council's essential IT tasks, the DIS team is committed to ongoing development, which includes cybersecurity, and a continuous improvement approach.

The TechOne Financial and HR migration to the cloud project is now complete and rolled out across the organisation. This was a massive migration project and were involved and collaboration across the business, including DIS (project Delivery and ICT Operations), Data Analytics team, Finance and P&C. An excellent example of an IT project done well.

We are also working closely with the Information Management team on the upcoming migration of our Enterprise Content Management (ECM) system to Microsoft SharePoint. This entails over 4 million records & documents that will need to be migrated over the next 18 months.

The ICT Operations team are making savings with vendor negotiations and technical changes across the IT Environment, some of the savings are circa \$35k pa.

The AVD (remote desktop) environment is working well and now planning to decommission the old Citrix Servers.

The new Asset Management system project is now in full swing, with the Project Delivery Team, Asset specialists and the GIS working together with the vendor to get the data into the system.

We have completed our DIS Strategy review. The ERP (core system review) is on pause whilst we focussed on delivery of the TechOne Financial and HR migration.

Nothing but Net (NBN) is still handling the connectivity and public Wi-Fi rollout, NBN continues to engage with communities and internally to support several work streams, including upgrading of the Water and Wastewater

Treatment locations to a more robust and resilient network. NBN working with the wider DIS team is also focussed on an AI Strategy for Council.

Te Pae o Uta - The DIS team has and continues to engage with Te Hono and work together on the Te Pae o Uta framework. We are enhancing our adoption of te ao Māori within our work programmes and ensuring we provide more opportunities that IT can deliver in a tangible way. Several of the DIS team are enrolled and working through the Te Pae o Waho courses.

Digital Information

We are currently revising the Council's Information Management Strategy to ensure full compliance with Local Government legislative requirements.

To ensure that best practices in information management and security are implemented, the Digital Information Management Team is continuing to actively work with other departments within the organisation to support and concentrate on areas that need improvement.

We have started the process of assessing and interacting with the business to help with the information migration into Objective, our records management system, as part of the initiative to decommission the Shared Drives.

We have initiated a new Induction/Refresher Programme, which was authorised by our Strategic Leadership Team (SLT) and has now been deployed and communicated to all staff.

Additionally, we commenced two significant initiatives: the Historic Map Project and the Digitisation of Historic Cemeteries. These projects aim to preserve and make accessible valuable historical records. Our teams have already begun the process of accessioning historic maps for archiving and scanning historic cemetery books, which will soon be available to the public.

Te Pae o Uta - The DIM team has and continues to engage with Te Hono and work together on the Te Pae o Uta framework and have increased to five goals which we continue to work on, enhancing our adoption of te ao Māori within our work programmes. Majority of the team have completed or are on the waitlist for the Te Pae o Waho course.

Digital Analytics

The data analytics team supported the transition to Tech1 cloud by developing the webservices to extract data from the cloud environment. We use the data extract for finance and HR reports in Power BI. The team had also built the integration in between us on prem active directory and Tech1 cloud, this enables a two-way sync in between the two systems keeping them updated without any user intervention.

The implementation of the FNDC Snowflake data warehouse is underway. Once completed, it will enable Snowflake Data AI, allowing the council to leverage AI technologies with our cloud data warehouse. This includes using technologies like document AI and a large language model on curated council data, facilitating data-driven decision making.

New Far North maps launched this week, combining building consent data, resource consent data, and NRC data. This map makes it easy to overlay and understand regulatory activities in FNDC. It will be public to reduce inquiries about property consents. External vendors, Iwi, and Hapu can also use it. Additionally, we launched the FNDC open data portal, which includes water services, hazards, natural environment, district plan, culture & heritage, and social information in one application.

The map can be found here [Far North Atlas / Kohinga Mahere](#)

Work on the asset data is progressing well. The data is being reorganized for the asset management solution and cleaned during transfer to the new database by filling in blanks and missing attributes. We also restructured the GIS test environment to mirror the production environment, ensuring a test platform is ready for training and testing when the system is delivered.

The new Satellite imagery for the Far North and delivered and processed. This will be made into a basemap that we can share with the public and our partners showing all the development that was done over the last year. This is part of our 3-year LTP work plan.

Te Pae o Uta - The Te Pae o Uta dashboard was delivered to the Te Hono team and is functioning well. Four team members signed up for Te Pae o Waho classes. We are now setting new goals for the financial year.

Risk & Assurance

For the first quarter in 2025, a large focus has been on risk control awareness with the creating of a risk controls database flowing into the next quarter. Our group risk registers are managed on CammsRisk and contributes to the organisations combined strategic and operational risks.

Development of a waters risk register is underway. This will enable the waters team to capture risks per scheme for better decision making around our water assets.

In the coming two quarters, the Senior Leadership Team (SLT) is committed to review and update Council's strategic register and additionally, the risk appetite thresholds to establish a formal risk appetite statement.

Increased risk awareness across the Council is contributing to a positive trajectory in the organisation's risk maturity.

Te Pae o Uta - Risk and Assurance are currently busy with Te Pae o Waho classes and met all three of its goals under the Te Pae o Uta framework. The next goal is to attend other classes.

Legal

Te Pae o Uta - Legal Services has articulated 3 specific goals under the Te Pae O Uta framework. The record itself is showing that this work is 50% complete. Legal has completed all three goals, in that it has issued and completed advice against all three pieces of work. However, Legal agreed with Te Hono to keep them all in progress just in case there is further back and forth on the work.

Legal has also identified another 3 goals with which it is currently contributing to the Te Pae O Uta strategy, but these have yet to be formally recorded. At the next couple of catch ups with Te Hono we will bed these down for record purposes.

Business Compliance & Property Information

Business Compliance

Project Management System (CAMMS)

Work continues to onboard, train and support new project managers and management during the period. The recent recruitment of line management into Infrastructure offers opportunities to review the CAMMS Project Management System functionality and ensure best fit for business operations.

Focus during the first quarter of this year has centred on reporting and ensuring those managing projects have been undertaking the required updates for reporting purposes and settling into a reporting rhythm. This has led to the rollout of the first operational BI dashboard for the Strategic Leadership Team. Several static reports are being progressed with individual teams, and the system is being used to extract information for Committee reporting. Reporting remains a work in progress with new reports being commissioned as business needs require.

Over the next period, developing the pipeline planning framework for the 2027-37 Long Term Plan (LTP) is the priority to ensure operations is ready to input, assess and prioritise projects prior to workshops with the elected members.

Procurement

The Tender Panel is now fully operational and reporting quarterly to Te Miromiro Committee. It ensures procurement decisions provide value for money through comprehensive methodology, realistic pricing, delivery timelines, and broader outcome considerations.

Senior management now have greater oversight and due diligence on high-value or high-risk procurements, allowing for timely intervention when necessary.

There were 49 procurements registered during the reporting period with an estimated value of \$39.8million.

The team are collaborating with the Transport Department to complete a Procurement Plan for the Rooding Operations & Maintenance Contract re-tender and have started developing the Transport Procurement Strategy for the next 3 years to be endorsed by NZTA.

We have also established the Emergency Works and Slip Repairs Rooding Construction Supplier Panel after Council approval in February, which has created a panel of pre-qualified suppliers to support ongoing slip repairs over the next 3 years. 17 Panel Agreements were drafted and signed.

The Procurement Specialist is facilitating the competitive tender for all Infrastructure Acceleration Fund (IAF) Kaikohe - Water and Wastewater Treatment Plants and reticulation contracts. Supplier briefing sessions were held in late March.

A new Procurement Advisor has joined the team to support the Procurement Specialist in facilitating the increased workload due to the Transport Team coming back into the organisation.

Contract Management

The Contract Management Specialist supported 15 Contracts by providing either technical advice, drafting contract documents and variations, or acted as an Evaluator on competitive tenders (*see below – you can either just go with the narrative or include the table too*)

We are collaborating with IT Delivery to identify user and functional requirements for the Contract Management Lifecycle System to automate the end-to-end procurement and contract management functions (plan, source and manage).

1	Kaitaia Airport Project Services Contract	Draft contract and advise
2	Te Ahu Power Purchase Agreement	Advise and facilitate contract approval
3	Te Ahu Lease Agreement – Chattels query	Advise
4	Contract Lifecycle Management SME	SME
5	Paihia I site Refurbishment	Advise
6	Taraire Hills Water Treatment Plant	Advise
7	Proctor Library Refurbishment Contract	Draft Contract and advise
8	Kaikohe Waste Water Treatment Plant BPO Contract	Draft Contract and advise
9	Food Safety & Compliance Consultancy Agreement	Draft Contract variation and Advise
10	Community Facilities Maintenance Contract – KPI's	Advise
11	Emergency and Resilience Works Supplier Panel evaluation	Evaluator
12	Emergency and Resilience Works Supplier Panel evaluation – re-evaluate submission	Evaluator
13	Hapori Contract Variation	Advise
14	Bond Release – Green by Nature	Draft document and advise
15	Kaikohe Infrastructure Acceleration Fund Professional Services Agreement - Beca	Draft Contract and advise
16	Kaikohe Infrastructure Acceleration Fund Professional Services Agreement – Haigh Workman	Draft Contract and advise

Te Pae o Uta - Several staff have enrolled in the 2025 Te Pae o Uta programme.

We requested an update to the New Supplier Form to capture Māori and Pasifika owned businesses to enable more comprehensive reporting on our supplier base.

The PMO Team have collaborated with Te Hono staff to investigate ways to support and increase opportunities around contract engagement with Māori businesses. A joint meeting was held with Height Consulting to support this initiative to commence in the new FY.

Property Information

All LIM reports and Property file requests have been processed and sent to requestors within the statutory timeframe.

LGOIMA amendments are set to come into force on 1 July 2025, introducing the requirement for LIMs to contain understandable information about natural hazards.

QV visited Kaikohe headquarters on the 20th of March and met with staff members from various departments at FNDC to discuss the 2025 tri-annual revaluation. QV have confirmed the effective date for the revaluation is 1 September 2025, which is the date all properties in the Far North will be valued on. The revaluation is mostly completed through comparative market analysis and trends, after which the Office of the Valuer General (OVG) reviews and audits the data and valuation processes to ensure accuracy and fairness. Going forward, staff will take part in monthly meetings with QV until the revaluation has been completed, to align communication strategies and ensure the right level of community engagement. QV will be updating elected members and community boards of market trends prior to the effective date and once the revaluation has been completed, before the updates are sent to owners.

Te Pae o Uta - The Property Information team translated the headers in the LIM reports to Te ao Māori and we will complete the same for the Property Files. We continue to identify further opportunities, especially for communications directly with rate payers and customers.

Chief of Staff

Organisational Development

Organisational Strategy

The internal strategy, which sets an overall vision mission purpose and priorities for the organisation was shared with all staff. An internal working group formed to embed the strategy has been focused on options to embed and sustain communications. Measurements for the strategic priorities have been developed and staff have been encouraged to align their programs of work and deliverables to the six strategic priorities (better informed decisions, value for money, health safety & wellbeing, people & culture, te ao Māori and service delivery).

Diversity Equity & Inclusion (DEI)

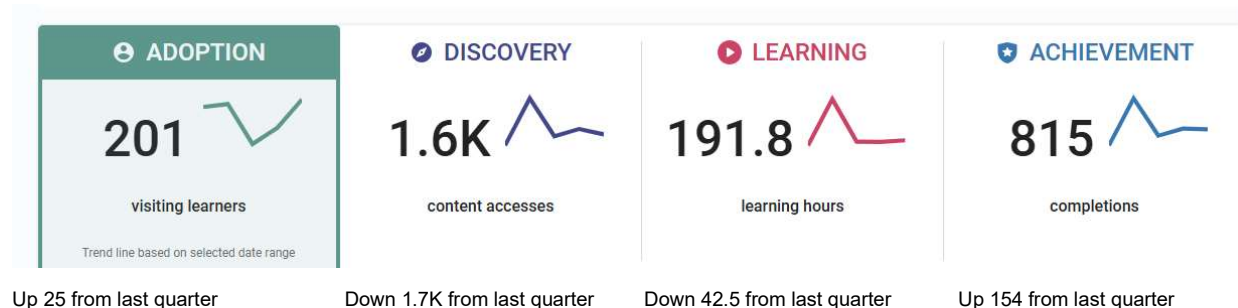
The organisation has looked at DEI as it is a mechanism to attract talent and foster innovation by bringing together diverse perspectives and ideas. Additionally, it promotes a positive work culture, improving employee morale and business ethics. The Diversity Works NZ DEI Recommendations Report was received end of January which outlined what our strengths as an organisation are in what we are already doing, and suggestions on improvements to consider. A plan to increase our DEI competency has been drafted. Initial actions already undertaken include developing a DEI calendar in collaboration with Health, Safety & Wellbeing and Te Hono, and launching a Menopause/Ruahinetanga in the Workplace intranet site with resources on International Women's Day.

Learning and Development

During this quarter there were 485 kaimahi engaged in learning and development activities. Courses ranged from digital accessibility, erosion and sediment control and building standards 3910. This also included webinars by Taituāra including Water Services, pre-election reports and fast track approvals. In house workshops have also continued to help people to navigate Pathways to update and close RFS'. The ten-week Te Pae o Waho classes began again in February to help people to learn and improve their Te Reo Māori skills and increase their understanding of Tikanga.

The organisational learning needs analysis has been completed, which will enable learning opportunities to be developed in relation to our strategic priority areas. We are continuing to encourage all learning activities to be recorded in Ci Anywhere, so our staff have up-to-date learning and development records.

The analytics show that self-directed learning on Percipio, our learning management system, has been maintained this quarter, with numbers peaking at 29% for March.



Leadership Framework

The steering group continues to meet to review the uptake and content of the leadership framework. A SMART measure for our leadership key success factor is being finalised and introduced for the next financial year 25/26. An intranet page will be launched to encourage Leaders to use Percipio to upskill themselves in key leadership skills. People Leaders have been surveyed about Peer group coaching and the groups will be reorganised to ensure groups can continue to meet to use the toolkit to collaborate across business areas and to coach each other. The theme for the People leader offsite in February was accountability in leadership and it covered the SLT focus areas, project management, hybrid working, and measuring leadership and tools available.

Staff Engagement Survey

The first of our biannual staff engagement surveys closed on 9 March 2025 and we have reached an 87% participation rate which is deemed successful for an organisation of our size. 369 employees have taken part, collectively submitting 2732 pieces of feedback. Our overall engagement score reduced by a slight 0.3 percentage points, ending at 6.6, but the following drivers have seen improved scores against the previous survey in June 2024; Strategy, Reward, Transformation & Change, and engagement towards Te Pae o Uta. The business is currently focused on improvements through action planning. All people leaders have access to record these plans within our survey software, enabling monthly reporting to be provided to SLT for oversight on what we are doing with the results. At time of reporting, 38 improvement actions have been entered into the software.

People & Capability

Recruitment and Staffing

Recruitment has been steady across the organisation, with key vacancies being filled in quarter three ranging from Executive Assistants, Senior Resource Planners, Policy Advisors, Support Officers and key tier three Managers (Compliance, Organisational Development and Museums and Archives Te Ahu).

There are currently 25 open vacancies being recruited to – 12 being interviewed, 6 with offers made/references checked, remaining 7 currently accepting applications).

	# staff leaving	Turnover rate	# of staff hired/position filled	External Hires	Internal Movements
Quarter One	16	4.09%	27*	23	9
Quarter Two	18	4.88%	52	33	19
Quarter Three	24	5.87%	55	33	12

**Q1 includes 6 fixed term new starters on the Cadetship Programme*

Please note, information may be updated from previous quarters if other staff movements occur post publishing of the report.

As at the time of authoring the report, there is a total headcount of 437 (396 permanent staff, 30 fixed term and 11 casual). This is distinct from Full Time Equivalents (FTE) which is the number of full-time positions (for clarity 1 FTE may have a headcount of 2 part-time employees). Future reporting will include more FTE information, which is currently under development. Any additional FTE requires CE authorisation.

System Upgrades

We have passed the halfway mark in our annual performance management cycle, now using the upgraded CiAnywhere modules. Despite minor teething problems, staff are adapting well to the system. Many are already familiar with it, as it's the same platform used for recruitment activities and timesheet/leave submissions.

Mayors Taskforce for Jobs

At the latest All-Staff meeting at HQ on March 26, an educational segment was presented. Staff were encouraged not only to understand and discuss the significant work being done in this area but also to reach out to their friends and whānau who may own businesses or know of business seeking staff. They can connect with our Programme Coordinator, to explore the support MTFJ can provide.

PSA and FNDC Relationship

A two-year agreement was reached for 1 July 2024 – 30 June 2026. The remuneration increase for 1 July 2025 has been agreed in principle, but further discussion will commence in the 3 months preceding to confirm.

Executive Projects

The programme for the Executive Projects Advisor is broad and consists of a mixture of existing projects which require advancing, progressing opportunities, and business improvement actions. In addition to the below, the Executive Projects Advisor also provides ad hoc advice and support across the organisation when requested. The projects which the Executive Projects Advisor is involved in play a vital role in managing FNDC's balance sheet, and the role is intended to provide a focal point for key, complex projects which sit across the organisation.

Projects have included:

- Housing for the Elderly: Decisions on next steps were made by the Council in November 2024 following a recommendation from the elected member Steering Group. That Steering Group has continued to meet as part of progressing the Council's November 2024 resolution. A decision paper is to come to Council to the May 2025 meeting.
- 11 Matthews Ave: Council resolved in its December 2024 meeting on a pathway for next steps, and a paper on these is to go to Council meeting in June 2025.
- Te Puāwaitanga: Work ongoing to ensure sports park is open and in use by 25 April 2025. Briefing paper completed to the elected members about other workstreams occurring and coming up, including steps to occur to address future use(s) of the whole property.
- Support has also been given to other projects such as IAF Kawakawa, Kaikohe Library & Civic Hub, and infrastructure funding projects.
- Work on these projects by the Executive Projects Advisor has also identified business improvement actions and opportunities to improve processes, which work is ongoing.

Community & Engagement

Te Ahu Museum

The first quarter of 2025 showed a mixed performance for the museum across its key metrics.

January saw a steady stream of tourists, returning whanau and holidaymakers with 2,700 visitors, then a substantial drop to 1,848 in February likely due to the start of the school year. We had an increase in numbers through March to 2,038 perhaps due to a renewed focus on marketing efforts including the first of an ongoing series of radio interviews at Te Hiku Media, a small feature article in Te Hiku Connect community newsletter, and Facebook posts announcing the ANZAC APRIL exhibition.

Researcher Bookings was very low during the absence of public engagement and at the height of summer holidays. There were still 8 bookings in January, but only 3 in February. The numbers have since started to revive with a combination of phone enquiries as well as onsite Archival visits of 15. With consistent marketing in coming weeks and months this is likely to continue to grow.

The Museum has not increased the number of collection items and discussions about storage in offsite facilities with the Far North Regional Museum Trust have included the need to initiate the de-accession process for some parts of the collection. While acquisitions were suspended during the onboarding of the new manager, a few community members brought in items for donation in March, these are awaiting processing as the Museum has a significant backlog of accessioning.

Moving forward, strategies to maintain engagement through Autumn include a monthly feature exhibition commencing with ANZAC APRIL. There will also be a special focus on 28th April to commemorate the signing in Kaitiāia of Te Tiriti o Waitangi, followed by MUSIC MAY and then collaborative workshops and wānanga through June for PUANGA/MATARIKI celebrations with targeted marketing, to help sustain momentum.

Isite Visitor Information Centres

The performance analysis of the first quarter, January-March 2025 reveals notable success for the three isite Information Centres in the Far North District, Paihia (Bay of Islands), Ōpononi (Hokianga) and Kaitiāia, particularly evident when assessing crucial performance indicators such as visitor metrics, revenue generation and Facebook Engagement.

The arrival of 44 cruise ships in the Bay of Islands significantly increased foot traffic through the Paihia isite, playing a key role in its strong business performance; particularly when compared to the final quarter of 2024. Approximately 63,000 visitors came ashore during this period, fuelling local businesses, creating a vibrant atmosphere in the township and a strong economic momentum for the region.

During this three-month peak season, water-based activities are in high demand, for both cruise ship passengers and holidaymakers. Experiences such as Hole in the Rock cruises, sailing excursions, and ferry services to the surrounding islands and Russell are particularly popular.

During the first quarter of 2025, isites collectively generated a total of \$121,602 through FNDC revenue: rates payments, application fees for manager's licenses, and other FNDC-related revenue. Facebook engagement is a new performance indicator that aims to enhance community engagement by keeping residents informed about events, cruise ship schedules, and other relevant information, while also providing a new avenue for making bookings through platform interactions. The isites Facebook page has garnered 65 additional followers, 88,000 views and nearly 458 interactions with posted content between January – March 2025.

Driven by favourable weather, school holidays, and a strong cruise ship presence, the isites collectively generated over one million dollars during the January to March 2024 period, demonstrating effective sales strategies and a high level of staff dedication.

Contact Centre

Contact Centre performance analysis for the January-March 2025 quarter has achieved good results with the new changes that have been implemented.

The average wait time refers to the amount of time a customer has to wait to have their call answered by an operator from the phone queue. This is an important metric to monitor as this tracks how effectively the team are managing initial call handling and is measured in minutes and seconds.

The average wait time in January was 9 seconds, which is the lowest wait time during this reporting period. The average wait time in February and March was 10 seconds, meaning performance exceeded the baseline KPI for the entire quarter.

Average call handle time refers to the time it takes to fully complete a customer query and is measured in minutes and seconds. This demonstrates how effectively the team are managing call flows and the average amount of time a customer remains on the phone while their query is managed by an operator. The average handle time in March was 4 minutes 6 seconds, which is the lowest handle time during this reporting period.

Percentage of calls abandoned has a target of 12% as an LTP success measure. Abandoned calls are those where customers have disconnected the call while waiting to speak with an operator. This metric is important to monitor because it demonstrates the percentage of attempted calls per month that are not taken. While it has been volatile throughout the 2024-25 year it is pleasing to see lower percentages of abandoned calls being consistently maintained in the last 3 months.

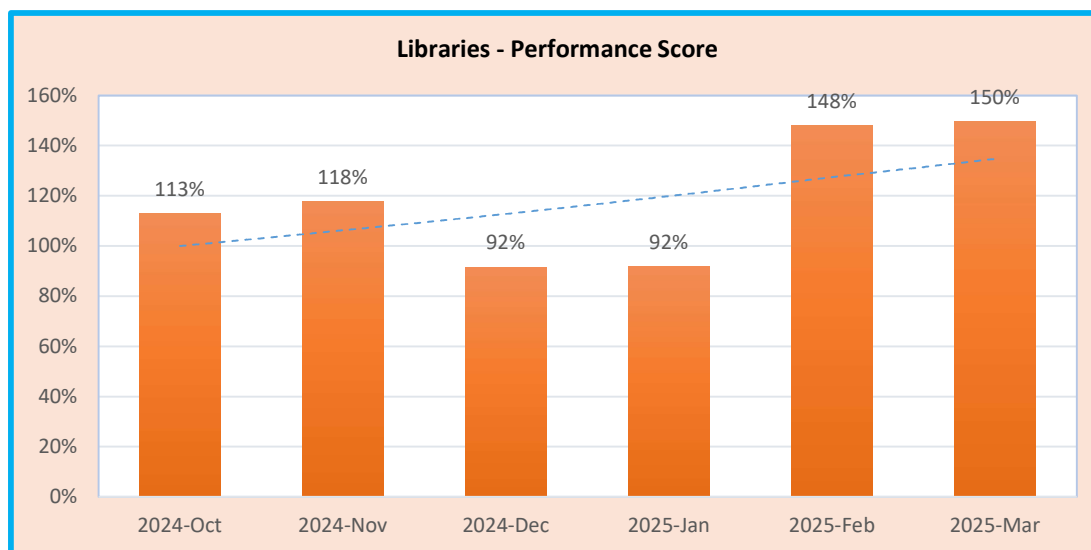
The abandoned rate for January, February and March was 2%.

Libraries

Libraries' weighted performance metrics measure actual delivery against set goals, collectively establishing the baseline for the team's total performance score.

Monthly goals are based on the previous year's 12-monthly average figure, plus a 1% increase. Each weighted metric for 2024-25:

- Total number of programmes offered (35% of total score) = 270
- Total programme attendee numbers (20% of total score) = 1,690
- Total online engagement (25% of total score) = 205,000
- Total mobile library interactions (20% of total score) = 245



Strong positive use figures for the current quarter reflect the ongoing value return on ratepayer investment library services offer, with January's performance score being expected due to fewer days open to the public affecting the baseline metrics for programmes offered and attendee numbers.

Results above 100% are due to the number of programmes offered during February and March being well above the baseline. This is due in part to school holiday programming and in part to the reformatting of programming for smaller sites away from specific time-and-date events to open activities available all week, to better meet community needs.

Highlights from this reporting period were progressing the Kaikohe Library new build through developed design phase; commencing renovation works for Procter Library to return the service centre function in-house,

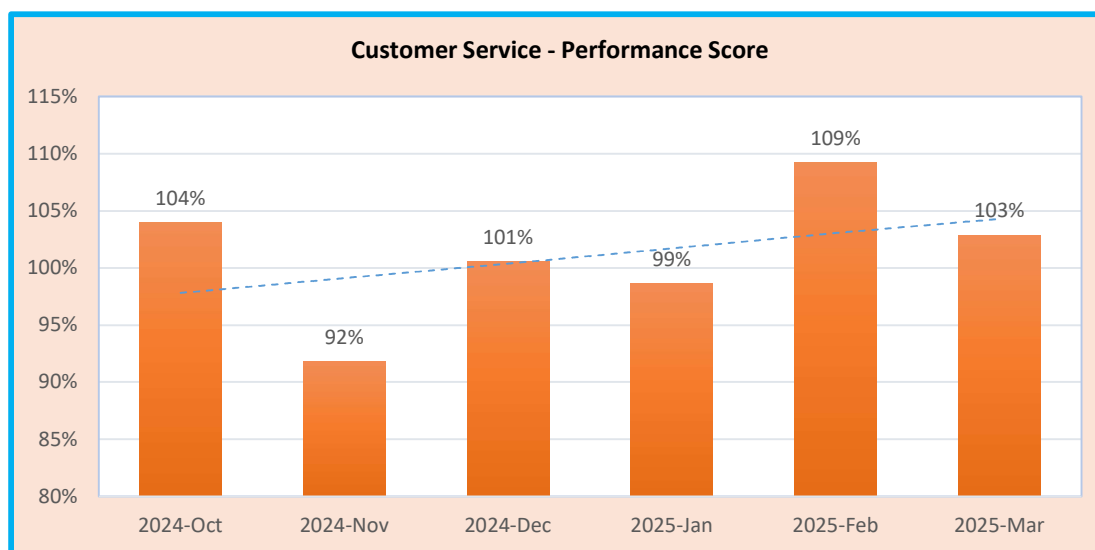
launching the combined mobile library and service centre trial on the regular run, and offering another very successful summer holiday programme (ngā kaitiaki o te ao).

Customer Services

Customer Services weighted performance metrics measure actual delivery against set goals, collectively establishing the baseline for the team's total performance score.

Resolution at first point of contact has been reset at 80% based on the team consistently attaining this across multiple reporting periods. All other monthly goals are based on the previous year's 12-monthly average figure, plus a 1% improvement. Each weighted metric for 2024-25:

- Walk-ins resolved at first point of contact (45% of total score) = 80%
- RFS closure rate (30% of total score) = 80%
- Average handle time for email requests (25% of total score) = 10 minutes



Customer Services performance this quarter has been positive, tracking just on or above 100%.

Results above 100% are due to walk-in resolution rates above 90% consistently achieved across five of the previous six months, and email handle times under 10 minutes being achieved every month in the January-March quarter. The walk-in resolution target has been raised to 80% for the final quarter of 2024-25, and the email handle time reduced to 10 minutes.

Communications & Engagement

The start of the calendar year is traditionally slower for the Communications & Engagement Team with the Christmas-New Year holiday break meaning there is less council business to inform communities about and many of our customers also focused on summer holidays.

Several members of the team also took a break, but despite being shorthanded, the team published 32 news stories during January. These focused on core holiday and summertime themes of informing residents (and particularly our many visitors) about rubbish and recycling options in the district, how to access boat ramps, wharves and jetties, and the need to conserve council water supplies.

Water conservation remained a key theme during the first quarter with restrictions applied to all council supplies from 17 March when Kaikohe, Kaitiāia and Ōkaihau moved to Level 2. This came on the heels of Agriculture Minister Todd McClay giving Northland an official drought classification. By the end March, Level 3 restrictions had also been applied to Kawakawa and Moerewa.

A key piece of work for the C&E team and the whole organisation early in the first quarter was preparing for Waitangi Day celebrations and activities arranged for that week. The team began public messaging late in January, part of a news story and video campaign developed to promote the council's role in the biggest occasion on the Far North events calendar. A video produced and published by the team detailing public parking options was very successful and widely shared, as was a map showing parking and other facilities

managed by the council around Waitangi and Paihia. Related to this was commemorations the following week of the signing of Te Tiriti at Māngungu on the Hokianga Harbour. A video posted ahead of the 12 February event was the most watched, shared and commented on video published during February.

Several major public engagement campaigns were launched during March. These included consultations on the Annual Plan, Fees and Charges and Te Pātukurea - Kerikeri Waipapa Spatial Plan. Considerable work was also undertaken preparing the consultation document for Local Water Done Well, which went live early in April.

The council made national headlines in March after the mayor, on behalf of the entire council, condemned increasing numbers of objectionable and often racist comments being posted on the Far North District Council's Facebook page. This followed a noticeable increase in comments specifically targeting Māori. In a statement, the council confirmed its commitment to ensuring that digital spaces, as well as physical ones, are free of harmful and hateful material.

Customer Service Excellence Special Project: RFS

In response to the backlog of outstanding RFS, a Customer Service Excellence Coordinator role was established in July 2024. This backlog represented a key issue for improving overall operational efficiency and customer satisfaction, as identified by elected members. The purpose of this role was to address the outstanding backlog of RFS and foster a stronger customer service-oriented culture within the Council.

Since the implementation of this new role significant progress has been observed: the Total Open RFS by Month has shown a marked decrease, demonstrating a positive downward trajectory. The Total Overdue RFS by Month similarly declined dramatically, further underscoring the success of targeted initiatives.

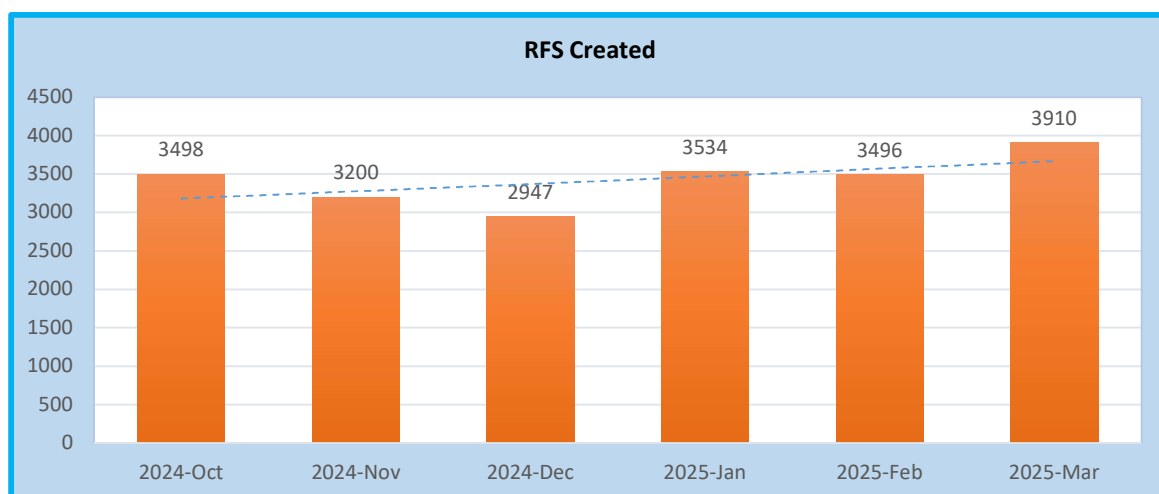
These improvements are directly attributed to the comprehensive evaluation of our current RFS system, the targeted work programme and customer service excellence strategy spearheaded by the Customer Service Excellence Coordinator.

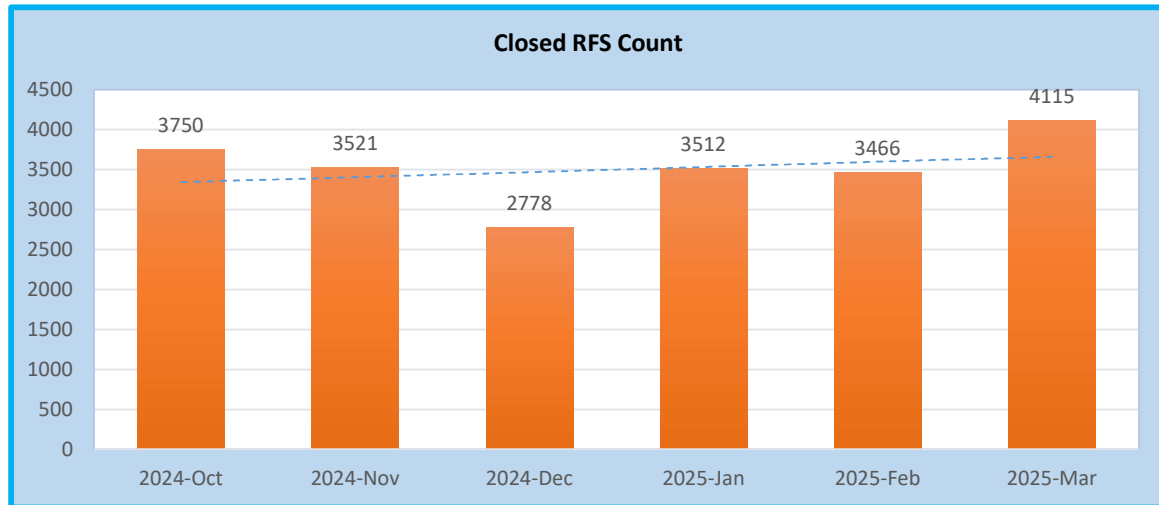
It is essential to emphasise that our main objective is not to indiscriminately close RFS cases; rather, we aim to resolve them with careful consideration while keeping our customers informed throughout the process.

We have identified that many community members feel disheartened about submitting RFS issues, often expressing sentiments such as, "Why should I bother? No one ever responds to me?". Council is committed to changing this perception.

A uniform approach is necessary. This project is not simply about closing RFS cases; it is about enhancing customer service and ensuring our communities have a positive customer experience, along with delivering excellent service.

Our commitment to this initiative reflects on our brand, and the best way to achieve positive customer satisfaction is by exceeding their expectations. The charts below show the progress being made.





More RFS' were closed in March than created, meaning we are now closing our historical and overdue RFS. The closure rate was slower over the January/February period, but March demonstrates good progress. Teams are being urged to thoroughly review every RFS assigned to them. Additionally, there is emphasising being placed on the importance of reassigning RFS to the appropriate teams when necessary. This aspect is crucial.

Through constant collaboration with teams facing challenges in the RFS process, we have identified ways to offer support and find solutions to enhance the process. We are shifting the mindset from "just leave the RFS" to one where people actively seek help to resolve queries promptly. Teams are actively seeking feedback to improve their RFS management, asking about the challenges they face and finding solutions. This is a truly exciting shift in teams recognising the importance of addressing RFS' within their group.

There is a noticeable shift in collective understanding regarding the necessity of addressing RFS promptly and constructively. A consistent approach across the entire Council is essential to ensure a positive customer experience and provide exceptional service. The active emphasis of this initiative is to empower staff to appreciate the significance of adhering to procedures, which will help reshape the community's perception of our Council and the effectiveness of the RFS system.

Our commitment to this goal reflects on our brand, and the most effective way to achieve customer satisfaction is by surpassing their expectations.